

Hospitality

Elevate your career through college/ITP*, university, or an apprenticeship

What does this guide include?

For the purposes of this skills map, the hospitality sector encompasses all businesses that provide food, beverages, and/or accommodation, including: restaurants, pubs, bars, clubs, hotels, and hospitality services.



	Job Roles (can include)	Skills (can include)	Knowledge and Behaviours (can include)
Level 4+ Senior Management 	- Executive Chef - Area Manager 	- Marketing and PR - Managing number of operations 	- Analytical skills (planning, monitoring sales levels) - Excellent financial management
Level 4 Junior to Middle Management 	- Manager - Food and beverage - House keeping - Front office - Revenue - Conference and events - Kitchen  	- Monitor and manage income and costs - Monitor peaks and troughs in business - Carry out talent management planning - Lead change to meet business objectives	- Know how to use customer feedback as a competitive tool - Understand the management and leadership styles - Understand legislative and social requirements - Know the business strategy 
Level 3 Experienced to Supervisory 	- Supervisor - Food and beverages - Housekeeping - Concierge - Front office - Events - Hospitality outlet 	- Contribute and monitor operational procedures - Supervise delivery of a quality service - Plan, resource and organise team - Implement sales and marketing strategies 	- Understand how to work with hospitality team members - Contribute to the review process - Understand a variety of technologies in hospitality - Understand the financial operations of hospitality
Level 2 Entry level employment to intermediate 	- Food and beverage service - Barista - Food preparation - Housekeeping - Concierge & guest services - Reception   	- Establish good rapport with customers - Deliver excellent customer service - Handling of payments - Use technology appropriately and efficiently	- Know the business vision and values - Understand importance of customer feedback - Demonstrate initiative and confidence - Know the products/services offered by business 