

**NOTE: The Queensland industrial relations system covers most unincorporated businesses in Queensland (e.g. sole traders and partnerships) as well as some incorporated businesses operating in Queensland (e.g. some charities and not-for-profit organisations). Businesses may need to seek legal advice to determine whether Queensland industrial relations laws apply to them.**

**This is a summary of the major provisions of the award.**

**In a workplace where this award has application the Employer is required by the *Industrial Relations Act 1999* to display an up-to-date copy of the full award in a conspicuous place where it is easily read by the employees in the workplace.**

## Award Summary Sheet

*Please Note - This sheet contains only classification definitions.*

*A separate sheet has been produced with wages and certain conditions for this award.*

**Applicable from 01/09/06**

### Hotels, Resorts and Certain Other Licensed Premises Award – State (Excluding South-East Queensland) 2003

#### CLASSIFICATIONS

**Food and Beverage employee** is deemed to include any person engaged in a range of duties associated with an incidental to the provision of Food and Beverage to patrons and guests.

**Kitchen employee** is deemed to include any person engaged in duties associated with the proper maintenance of cleanliness and hygiene in the kitchen and auxiliary areas.

**Guest service employee** is deemed to include any person engaged in a range of duties associated with the provisions of accommodation, front office and general guests services not exclusively associated with the provision of food and beverage. This class of employee may also provide specialist tourism services to guests and visitors.

**Clerical and General employees** are persons engaged in the provisions of support services including but not limited to the clerical functions and maintenance and security of equipment and property.

**Leisure Activities employees** are persons engaged to provide recreational, tourist, tour or adventure activities or to maintain gardens and sporting areas.

**Casino gaming employees** solely employed in a casino as defined under the *Casino Control Act 1992*.

#### FOOD AND BEVERAGE

**Food and Beverage Attendant Grade 1** (Wage Level 1) means an employee who is engaged in any of the following:

- (i) picking up glasses;
- (ii) emptying ashtrays;
- (iii) general assistance to food and beverage attendants of a higher grade not including service to customers;
- (iv) removing food plates;
- (v) setting and/or wiping down tables;
- (vi) cleaning and tidying of associated areas.

**Food and Beverage Attendant Grade 2** (Wage Level 2) means an employee who has not achieved the Appropriate Level of Training and who is engaged in any of the following:

- (i) supplying, dispensing or mixing of liquor including the sale of liquor from the bottle department;
- (ii) assisting in the cellar or bottle department;
- (iii) undertaking general waiting duties of both food and/or beverage including cleaning of tables;
- (iv) receipt and dispensing of monies;
- (v) attending a snack bar;
- (vi) engaged on delivery duties;
- (vii) attending a Keno machine;
- (viii) conduct of money clearances under the supervision of a duly authorised person;

- (ix) preliminary entry of accounting records whilst under the supervision of a duly authorised person;
- (x) employees required to temporarily replace employees engaged in the monitoring of a PubTAB terminal in accordance with clause 5.1.3(c).

**Food and Beverage Attendant Grade 3** (Wage Level 3) means an employee who in addition to the tasks performed by a food and beverage attendant Grade 2 is also involved in:

- (i) the operation of a mechanical lifting device; or
- (ii) responsibility for conduct of gaming;
- (iii) responsibility for the access to the internal parts of gaming machines;
- (iv) the holding of keys for the security of gaming machines;
- (v) the supervision of entries in accounting records required to be kept and maintained under the Act;
- (vi) the arranging of remedial repairs to gaming equipment;
- (vii) employees attending a PubTAB terminal;
- (viii) full control of a cellar or liquor store (including the receipt, delivery and recording of goods within such an area);
- (ix) mixing a range of sophisticated drinks;
- (x) supervising food and beverage attendants of a lower grade;
- (xi) taking reservations, greeting and seating guests;
- (xii) training food and beverage attendants of a lower grade; and/or
- (xiii) supplying, dispensing or mixing of liquor including the sale of liquor from the bottle department;
- (xiv) assisting in the cellar or bottle department, where duties could include working up to 4 hours per day (averaged over the relevant work cycle) in the cellar without supervision;
- (xv) undertaking general waiting duties of both food and liquor including cleaning of tables;
- (xvi) receipt and dispensing of monies;
- (xvii) engaged on delivery duties.

**Food and Beverage Attendant (tradesperson) Grade 4** (Wage Level 4) means an employee who has completed an apprenticeship in waiting or who has passed the appropriate trade test and as such carries out specialised skilled duties in a fine dining room or restaurant.

**Food and Beverage Supervisor** (Wage Level 5) means an employee who has the Appropriate Level of Training including a supervisory course and who has the responsibility for supervision, training and co-ordination of food and beverage staff, or stock control for a bar or series of bars.

## KITCHEN

**Kitchen Attendant Grade 1** (Wage Level 1) means an employee engaged in any of the following:

- (i) general cleaning duties within a kitchen or food preparation area and scullery, including the cleaning of cooking and general utensils used in a kitchen and restaurant;
- (ii) assisting employees who are cooking
- (iii) assembly and preparation of ingredients for cooking; or
- (iv) general pantry duties.

**Kitchen Attendant Grade 2** (Wage Level 2) means an employee who has the Appropriate Level of Training, and who is engaged in specialised non-cooking duties in a kitchen or food preparation area, or supervision of kitchen attendants.

**Kitchen Attendant Grade 3** (Wage Level 3) means an employee who has the Appropriate Level of Training including a supervisory course, and has the responsibility for the supervision, training and co-ordination of kitchen attendants of a lower grade.

**Cook Grade 1** (Wage Level 2) means an employee who carries out cooking of breakfasts and snacks, baking, pastry cooking or butchering.

**Cook Grade 2** (Wage Level 3) means an employee who has the Appropriate Level of Training and who performs cooking duties including baking, pastry cooking or butchering.

**Cook (tradesperson) Grade 3** (Wage Level 4) means a 'commis chef' or equivalent who has completed an apprenticeship or who has passed the appropriate trade test, and who is engaged in cooking, baking, pastry cooking or butchering duties.

**Cook (tradesperson) Grade 4** (Wage Level 5) means a 'demi chef' or equivalent who has completed an apprenticeship or has passed the appropriate trade test and who is engaged to perform general or specialised cooking, butchering, baking or pastry cooking duties and/or supervises and trains other cooks and kitchen employees.

**Cook (tradesperson) Grade 5** (Wage Level 6) means a 'chef de partie' or equivalent who has completed an apprenticeship or has passed the appropriate trade test in cooking, butchering, baking or pastry cooking and has completed additional appropriate training who performs any of the following:

- (i) general and specialised duties including supervision or training of other kitchen staff;
- (ii) ordering and stock control; or
- (iii) sole responsibility for other cooks and other kitchen employees in a single kitchen establishment.

## **GUEST SERVICE**

**Guest Service Grade 1** (Wage Level 1) means an employee who performs any of the following:

- (i) laundry and/or linen duties which may include minor repairs to linen or clothing such as buttons, zips, seams, and working with flat materials;
- (ii) the collection and delivery of guests personal dry cleaning and laundry, linen and associated materials to and from accommodation areas;
- (iii) performs general cleaning duties; or
- (iv) parking guests' cars.

**Guest Service Grade 2** (Wage Level 2) means an employee who has not achieved the Appropriate Level of Training and who is engaged in any of the following:

- (i) servicing accommodation areas and cleaning thereof;
- (ii) receiving and assisting guests at the entrance to the establishment;
- (iii) driving a passenger vehicle or courtesy bus;
- (iv) transferring guests' baggage to and from rooms;
- (v) assisting in the dry cleaning process;
- (vi) cleaning duties using specialised equipment and chemicals; or
- (vii) providing butler services such as food, beverage and personalised guest service.

**Guest Service Grade 3** (Wage Level 3) means an employee who has the Appropriate Level of Training and who is engaged in any of the following:

- (i) supervising guest service employees of a lower grade;
- (ii) providing butler services such as food, beverage and personalised guest service;
- (iii) major repair of linen and/or clothing including basic tailoring and major alterations and refitting; or
- (iv) dry cleaning.

**Guest Service Grade 4** (Wage Level 4) means an employee who has completed an apprenticeship or who has passed the appropriate trade test or otherwise has the Appropriate Level of Training to perform the work of a tradesperson in dry cleaning, tailoring or as a butler.

**Guest Service Supervisor** (Wage Level 5) means an employee with the Appropriate Level of Training including a supervisory course, who supervises, trains and co-ordinates the work of employees engaged in a housekeeping department.

**Front Office Grade 1** (Wage Level 2) means an employee who has not achieved the Appropriate Level of Training and who is engaged in any of the following:

- (i) dealing with incoming, outgoing and transferring of telephone calls to the hotel;
- (ii) taking, recording and booking room reservations;
- (iii) check-in of guests, the allocation of rooms and the control of guests keys;
- (iv) preparation of guest accounts and receiving payment for these accounts;
- (v) control, checking and summary of bills and dockets relating to guest stays;
- (vi) night auditing functions under direct supervision;
- (vii) providing information to and assisting guests with hotel services.

**Front Office Grade 2** (Wage Level 3) means an employee who has the Appropriate Level of Training and who is engaged in front office duties including night auditing, telephonist, receptionist, information services, cashier or reservations.

**Front Office Grade 3** (Wage Level 4) means an employee who has the Appropriate Level of Training and experience to enable them to carry out the employee's assigned duties under limited supervision and who is engaged in the front office on duties at a higher level than Grade 2.

**Front Office Grade 4** (Wage Level 5) means an employee who has the Appropriate Level of Training and is engaged in the front office in duties including assisting in the training and supervision of front office employees of a lower grade.

**Front Office Supervisor** (Wage Level 6) means an employee who has the Appropriate Level of Training including a supervisory course and who supervises, trains and co-ordinates the work of front office employees.

## CLERICAL AND GENERAL

**Clerical Grade 1** (Wage Level 2) means an employee who is required to perform basic clerical and office duties of a routine nature such as collating, filing, basic typing, photocopying and delivering messages.

**Clerical Grade 2** (Wage Level 3) means an employee who is engaged in general clerical or office duties such as the operation of telephone or switchboard facilities, typing, basic data entry.

**Clerical Grade 3** (Wage Level 4) means an employee who has the Appropriate Level of Training and who carries out general secretarial, stenographic or clerical duties including word processing, data entry or clerical duties (including assisting in payroll preparation).

**Clerical Grade 4** (Wage Level 5) means an employee who has the Appropriate Level of Training and who carries out general secretarial, stenographic or clerical duties including word processing, data entry or clerical duties (including assisting in payroll preparation) requiring experience of an advanced nature, and may be responsible for guidance of other office personnel including junior employees and may check and allocate their work.

**Clerical Grade 5** (Wage Level 6) means an employee who has the Appropriate Level of Training who prepares cash payments summaries, banking report and bank statements, calculates and maintains wage and salary records, follows credit referral procedures, applies purchasing and inventory control requirements, posts journals to ledger etc at a higher level than Grade 4.

Provides detailed advice and information on the establishment's products and services, responds to client/public/supplier problems within own functional area utilising a high degree of interpersonal skills, provides guidance to other employees, may check and allocate work and may supervise staff.

Secretarial - performing a broad range of clerical functions at a higher level than Grade 4.

Apply computer software packages utilising clerical skills at a higher level than Grade 4.

**Clerical Supervisor** (Wage Level 7) means an employee who has the Appropriate Level of Training including a supervisory course and who is responsible for the supervision, training and co-ordination of clerical staff.

**Storeworker Grade 1** (Wage Level 1) means an employee who receives and stores general and perishable goods and cleans the store area.

**Storeworker Grade 2** (Wage Level 2) means an employee who, in addition to the duties for a Storeworker Grade 1, may also operate mechanical lifting equipment such as a forklift and/or who may perform duties of a more complex nature.

**Storeworker Grade 3** (Wage Level 3) means an employee who has the Appropriate Level of Training and who supervises the receipt and delivery of goods, and records outgoing goods, and is responsible for the contents of a store.

This Grade also includes an employee who has a recognised forklift licence and who is engaged solely on the basis of driving a forklift vehicle. For those employees who operate a forklift as only part of the employee's duties, either Food and Beverage Grade 3 or Storeworker Grade 2 are applicable.

**Doorperson/Security Officer Grade 1** (Wage Level 2) means a person who assists in maintenance of dress standards and good order at an establishment.

**Timekeeper/Security Officer Grade 2** (Wage Level 3) means a person who is responsible for time-keeping of staff, for the security of keys, for the checking in and out of delivery vehicles and/or for the supervision of Doorperson/Security Officer Grade 1 personnel.

**Handyperson** (Wage Level 3) means a person who is not a tradesperson and whose duties include the performance of routine repair work and maintenance in and about the employer's premises.

**Persons not otherwise provided for** (Wage level 1) means an employee for which no specific classification exists in this Award.

## LEISURE ACTIVITIES

**Greenkeepers Grade 1** (Wage Level 3) means a person who:

- (i) attends and maintains a garden;
- (ii) cares for the alignment, maintenance and satisfactory condition of all sporting and playing areas and may be required to operate machinery or equipment and carry out minor repairs and maintenance thereto.

**Greenkeeper (Tradesperson) Grade 2** (Wage Level 4) means an employee or greenkeeper who performs duties and who is a qualified tradesperson or has passed an appropriate trade test.

**Head Greenkeeper (Tradesperson)** (Wage Level 5) means a tradesperson who is responsible for the operation of an area and in charge of the greenkeeping or gardening area where more than one tradesperson is employed. An advanced skill and/or supervisory course will have been completed.

**Leisure Attendant Grade 1** (Wage Level 2) means a person who acts as an assistant instructor, pool attendant and/or can be responsible for the setting up, distribution and care of equipment and the taking of bookings.

**Leisure Attendant Grade 2** (Wage Level 3) means a person who has the Appropriate Level of Training and takes classes and/or directs leisure activities such as in sporting areas, health clubs and swimming pools.

**Leisure Attendant Grade 3** (Wage Level 4) means a person who has the Appropriate Level of Training, who plans and co-ordinates leisure activities for guests and paying visitors and may supervise other leisure attendants.

## GAMING AND CASINO

**Casino employee** means Dealers, Floor Managers, Keno Runners, Keno Writers, Video Attendants, Change persons, Gaming Equipment Technicians, Surveillance Operators and Casino Finance Staff.

**Surveillance Operator** means an employee in a casino required to monitor, observe and report upon the operations of the casino by means of visual or remote observation, including the use of electronic surveillance and recording systems.

**Bank Cashier** means an employee in a casino responsible for receiving, disbursing, reconciling and controlling receipt and issue of gaming chips to gaming tables from the cage and/or receiving, disbursing, reconciling and control of monies in or in connection with gaming.

**Cage Cashier** means an employee responsible for exchanging chips for currency, controlling own float and recording all transactions, reconciliation duties and other general duties within the cage area.

**Revenue Audit Clerk** means an employee responsible for the conduct of a full check of gaming revenue on each shift and reporting to management as required.

**Redemption/Change Booth Cashier** means an employee responsible for the issuing of and accounting for change and/or being responsible for machine payouts.

**Count Teams** means an employee in a casino responsible for the conduct of a count of monies received from gaming and other sources and the recording of these monies under secure conditions.

**Dealer** means an employee required to deal a particular game within a casino to a required standard.

**Gaming Equipment Technician** means an employee engaged to apply technical knowledge and skills to the tasks of installing, repairing, maintaining, servicing, modifying, commissioning, testing, fault finding and diagnosing various forms of video and other electronically controlled gaming equipment.

**Floor Manager/Box Person** means an employee who is responsible for supervising a particular game or number of games so as to ensure correct procedure and standards are observed by the dealers:

The number of games supervised shall be at the absolute discretion of the employer having full regard to the requirements of any applicable legislation.

Floor managers shall attempt to settle minor disputes, direct, guide or liaise with dealers in the performance of their duties.

**Keno Games Attendant** means an employee responsible for receiving keno tickets and fees from patrons and keno runners, and to conduct keno games.

**Keno Runner** means an employee responsible for collecting keno tickets and fees from patrons in various parts of the hotel/casino and delivering them to the keno game.

**Video Attendant** means an employee responsible for the provision of change to patrons for video machines and to provide change for patrons at machines and rectify minor machine malfunctions.

**Change Person** means an employee responsible for the provision of change to patrons for the playing of video machines and for other functions in the video games area as required.

**Security Officer** means an employee engaged in a casino to enforce dress, behaviour and entry requirements at the complex and to carry out routine security functions throughout the complex.

## INTRODUCTORY LEVEL

**Introductory level** shall mean the level of an employee who enters the industry and who has not demonstrated the competency requirements of level one. Such an employee will remain at this level for up to 3 months while the appropriate training for level one is undertaken and assessment made to move from the introductory level to level one. At the end of 3 months from entry, an employee shall move to level 1 other than where agreement has been reached and recorded between the employee and the employer that further training of up to 3 months is required for the employee to achieve competence for movement to level one.

## APPROPRIATE LEVEL OF TRAINING MEANS:-

- (a) The completion of a training course accredited by the Australian National Training Authority and deemed suitable according to guidelines in the National Training Package for that particular classification.
- (b) The employees skills and knowledge have been assessed via the ACCESS system to be at least the equivalent of those attained through the suitable course described in clause 1.9.2(a) with the assessment to be undertaken by a qualified skills assessor.

### DISCLAIMER

This award summary sheet contains information from the provisions of the award made by the Queensland Industrial Relations Commission pursuant to its powers under the Industrial Relations Act 1999.

Any information or advice given to you by Industrial Relations Services or its inspectors and advisors is given only to assist you to discharge your obligation under the industrial Relations Act 1999. Compliance with this information or advice does not relieve you of your obligation under the act. Any information or advice is given based on circumstances that you have outlined and/or is given on the basis that you will make your own independent assessment of what action is necessary to ensure your compliance with the Act.

Whilst all care will be taken in providing information or advice to you, the Department of Justice and Attorney-General and its inspectors and advisors will not be liable for any errors or omissions or for any loss or damage suffered by you or any person which arises (directly or indirectly) from your reliance on this information or for any breach by you of your obligations under the Act. Additionally, this advice does not purport to be in place of legal professional advice. If you wish to obtain such advice you should contact an independent professional consultant.

The Department of Justice and Attorney-General disclaims all responsibility and all liability (including, without limitation, liability in negligence) for all expenses, losses, damages and costs you might incur as a result of the information being inaccurate or incomplete in any way, and for any reason.