

AWARD SUMMARY SHEET

HOSPITALITY INDUSTRY (GENERAL) AWARD 2010

The information provided in this Information Sheet is provided on the basis that it is general information for clients and correspondents to inform them of matters relating to current workplace relations issues. It is not provided, nor should it be relied upon as a substitute for professional advice. Employment Services & Solutions Australia Pty Ltd is not responsible for any outcomes to clients based upon the information provided in this Information Sheet and disclaims all liability, including and without limitation in negligence, for all losses, expenses, damages and costs that may be incurred by a client or correspondent as a result of the information provided in this Information Sheet being inaccurate or incomplete in any way.

This is a summary of the award only. A copy of the full award is available at www.fwc.gov.au

A full copy of the National Employment Standards is available at www.fairwork.gov.au

These wage rates are payable from the **first full pay period commencing on or after 1 July 2018**. If you have any queries, please contact Employment Services & Solutions Australia on 08 9240 4230.

Coverage

This industry award covers employers throughout Australia in the hospitality industry and their employees in the classifications within Schedule D—Classification Definitions to the exclusion of any other modern award.

The award does not cover employers in the following industries:

- (a) clubs registered or recognised under State or Territory legislation;
- (b) boarding schools;
- (c) residential colleges;
- (d) hospitals;
- (e) orphanages;
- (f) any council, county council, municipal council, shire, shire council or local government body as defined by the Local Government Act 1993 (NSW); the Local Government Act 1989 (Vic); the Local Government Act 1993 (Qld); the City of Brisbane Act 1924 (Qld), the Local Government Act 1995 (WA); the Local Government Act 1999 (SA); the Local Government Act 1993 (Tas); and the Local Government Act 2008 (NT);
- (g) catering by a restaurant business;
- (h) theme parks;
- (i) in-flight catering for airlines;
- (j) restaurants covered by the Fast Food Industry Award 2010, the Registered and Licensed Clubs Award 2010 or the Restaurant Industry Award 2010;
- (k) contract cleaning undertaken by companies not operating exclusively in the hospitality industry;
- (l) catering services provided by aged care employers (except where these services are provided by a hospitality industry employer for or within an aged care facility);
- (m) contract security, contract gardening or contract maintenance provided by an external provider, whose primary business falls outside the hospitality operation; and
- (n) businesses primarily concerned with the sale of petroleum or mixed functions involving the sale of petroleum.

For the purpose of clause 4.1, **hospitality industry** includes hotels; motor inns and motels; boarding establishments; condominiums and establishments of a like nature; health or recreational farms; private hotels, guest houses, serviced apartments; caravan parks; ski lodges; holiday flats or units, ranches or farms; hostels, or any other type of residential or tourist accommodation; wine saloons, wine bars or taverns; liquor booths; resorts; caterers; restaurants operated in or in connection with premises owned or operated by employers otherwise covered by this award; casinos; and function areas and convention or like facilities operating in association with the aforementioned.

Wage Rates

Please note the following wage rates apply to General Classification. For all other classifications please refer to the Award.

20 years of age and over (Adult)

Permanent Employees- Full Time and Part Time							
Classification	Minimum Weekly Wage	Mon-Fri 7am-7pm	Mon-Fri 7pm-Midnight	Mon-Fri Midnight-7am	Saturday	Sunday *	Public Holiday
Introductory	\$719.20	\$18.93	\$21.13	\$22.24	\$23.66	\$30.29	\$42.59
Level 1	\$739.90	\$19.47	\$21.67	\$22.78	\$24.34	\$31.15	\$43.81
Level 2	\$768.30	\$20.22	\$22.42	\$23.53	\$25.28	\$32.35	\$45.50
Level 3	\$794.70	\$20.91	\$23.11	\$24.22	\$26.14	\$33.46	\$47.05
Level 4	\$837.40	\$22.04	\$24.24	\$25.35	\$27.55	\$35.26	\$49.59
Level 5	\$889.90	\$23.42	\$25.62	\$26.73	\$29.28	\$37.47	\$52.70
Level 6	\$913.70	\$24.04	\$26.24	\$27.35	\$30.05	\$38.46	\$54.09

Casual Employees						
Classification	Mon-Fri 7am-7pm	Mon-Fri 7pm-Midnight	Mon-Fri Midnight-7am	Saturday	Sunday *	Public Holiday
Introductory	\$23.66	\$25.86	\$26.97	\$28.40	\$33.13	\$47.33
Level 1	\$24.34	\$26.54	\$27.65	\$29.21	\$34.07	\$48.68
Level 2	\$25.28	\$27.48	\$28.59	\$30.33	\$35.39	\$50.55
Level 3	\$26.14	\$28.34	\$29.45	\$31.37	\$36.59	\$52.28
Level 4	\$27.55	\$29.75	\$30.86	\$33.06	\$38.57	\$55.10
Level 5	\$29.28	\$31.48	\$32.59	\$35.13	\$40.99	\$58.55
Level 6	\$30.05	\$32.25	\$33.36	\$36.06	\$42.07	\$60.10

*As from 1 July 2018 Sunday rates for permanent employees dropped to 160% from the previous 170%

In certain circumstances depending on when and for how long staff are rostered, overtime penalty rates may be payable. Refer to clause 29 and 32 of the Award to determine whether the hours of work are considered to be ordinary hours and are payable at the above rates or are overtime hours and payable at the overtime penalty rate provided in the Award.

19 years of age

Permanent Employees- Full Time and Part Time							
Classification	Minimum Weekly Wage	Mon-Fri 7am-7pm	Mon-Fri 7pm-Midnight	Mon-Fri Midnight-7am	Saturday	Sunday *	Public Holiday
Introductory	\$611.32	\$16.09	\$18.29	\$19.40	\$20.11	\$25.74	\$36.20
Level 1	\$628.92	\$16.55	\$18.75	\$19.86	\$20.69	\$26.48	\$37.24
Level 2	\$653.06	\$17.19	\$19.39	\$20.50	\$21.49	\$27.50	\$38.68
Level 3	\$675.50	\$17.77	\$19.97	\$21.08	\$22.21	\$28.43	\$39.98
Level 4	\$711.79	\$18.73	\$20.93	\$22.04	\$23.41	\$29.97	\$42.14
Level 5	\$756.42	\$19.91	\$22.11	\$23.22	\$24.89	\$31.86	\$44.80

Casual Employees						
Classification	Mon-Fri 7am-7pm	Mon-Fri 7pm-Midnight	Mon-Fri Midnight-7am	Saturday	Sunday *	Public Holiday
Introductory	\$20.11	\$22.31	\$23.42	\$24.14	\$28.16	\$40.23
Level 1	\$20.69	\$22.89	\$24.00	\$24.83	\$28.96	\$41.38
Level 2	\$21.49	\$23.69	\$24.80	\$25.79	\$30.08	\$42.98
Level 3	\$22.21	\$24.41	\$25.52	\$26.66	\$31.10	\$44.43
Level 4	\$23.41	\$25.61	\$26.72	\$28.10	\$32.78	\$46.83
Level 5	\$24.89	\$27.09	\$28.20	\$29.87	\$34.84	\$49.78

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18 years of age

Permanent Employees- Full Time and Part Time							
Classification	Minimum Weekly Wage	Mon-Fri 7am-7pm	Mon-Fri 7pm-Midnight	Mon-Fri Midnight-7am	Saturday	Sunday *	Public Holiday
Introductory	\$503.44	\$13.25	\$15.45	\$16.56	\$16.56	\$21.20	\$29.81
Level 1	\$517.93	\$13.63	\$15.83	\$16.94	\$17.04	\$21.81	\$30.67
Level 2	\$537.81	\$14.15	\$16.35	\$17.46	\$17.69	\$22.64	\$31.84
Level 3	\$556.29	\$14.64	\$16.84	\$17.95	\$18.30	\$23.42	\$32.94
Level 4	\$586.18	\$15.43	\$17.63	\$18.74	\$19.29	\$24.69	\$34.72
Level 5	\$622.93	\$16.39	\$18.59	\$19.70	\$20.49	\$26.22	\$36.88

Casual Employees						
Classification	Mon-Fri 7am-7pm	Mon-Fri 7pm-Midnight	Mon-Fri Midnight-7am	Saturday	Sunday *	Public Holiday
Introductory	\$16.56	\$18.76	\$19.87	\$19.88	\$23.19	\$33.13
Level 1	\$17.04	\$19.24	\$20.35	\$20.45	\$23.85	\$34.08
Level 2	\$17.69	\$19.89	\$21.00	\$21.23	\$24.76	\$35.38
Level 3	\$18.30	\$20.50	\$21.61	\$21.96	\$25.62	\$36.60
Level 4	\$19.29	\$21.49	\$22.60	\$23.15	\$27.00	\$38.58
Level 5	\$20.49	\$22.69	\$23.80	\$24.59	\$28.68	\$40.98

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In certain circumstances depending on when and for how long staff are rostered, overtime penalty rates may be payable. Refer to clause 29 and 32 of the Award to determine whether the hours of work are considered to be ordinary hours and are payable at the above rates or are overtime hours and payable at the overtime penalty rate provided in the Award.

17 years of age

Permanent Employees- Full Time and Part Time							
Classification	Minimum Weekly Wage	Mon-Fri 7am-7pm	Mon-Fri 7pm-Midnight	Mon-Fri Midnight-7am	Saturday	Sunday *	Public Holiday
Introductory	\$431.52	\$11.36	\$13.56	\$14.67	\$14.20	\$18.18	\$25.56
Level 1	\$443.94	\$11.68	\$13.88	\$14.99	\$14.60	\$18.69	\$26.28
Level 2	\$460.98	\$12.13	\$14.33	\$15.44	\$15.16	\$19.41	\$27.29
Level 3	\$476.82	\$12.55	\$14.75	\$15.86	\$15.69	\$20.08	\$28.24
Level 4	\$502.44	\$13.22	\$15.42	\$16.53	\$16.53	\$21.15	\$29.75
Level 5	\$533.94	\$14.05	\$16.25	\$17.36	\$17.56	\$22.48	\$31.61

Casual Employees						
Classification	Mon-Fri 7am-7pm	Mon-Fri 7pm-Midnight	Mon-Fri Midnight-7am	Saturday	Sunday *	Public Holiday
Introductory	\$14.20	\$16.40	\$17.51	\$17.04	\$19.88	\$28.40
Level 1	\$14.60	\$16.80	\$17.91	\$17.52	\$20.44	\$29.20
Level 2	\$15.16	\$17.36	\$18.47	\$18.20	\$21.23	\$30.33
Level 3	\$15.69	\$17.89	\$19.00	\$18.83	\$21.96	\$31.38
Level 4	\$16.53	\$18.73	\$19.84	\$19.83	\$23.14	\$33.05
Level 5	\$17.56	\$19.76	\$20.87	\$21.08	\$24.59	\$35.13

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In certain circumstances depending on when and for how long staff are rostered, overtime penalty rates may be payable. Refer to clause 29 and 32 of the Award to determine whether the hours of work are considered to be ordinary hours and are payable at the above rates or are overtime hours and payable at the overtime penalty rate provided in the Award.

16 years of age and under

Permanent Employees- Full Time and Part Time							
Classification	Minimum Weekly Wage	Mon-Fri 7am-7pm	Mon-Fri 7pm-Midnight	Mon-Fri Midnight-7am	Saturday	Sunday *	Public Holiday
Introductory	\$359.60	\$9.47	\$11.67	\$12.78	\$11.84	\$15.15	\$21.31
Level 1	\$369.95	\$9.74	\$11.94	\$13.05	\$12.18	\$15.58	\$21.92
Level 2	\$384.15	\$10.11	\$12.31	\$13.42	\$12.64	\$16.18	\$22.75
Level 3	\$397.35	\$10.46	\$12.66	\$13.77	\$13.08	\$16.74	\$23.54
Level 4	\$418.70	\$11.02	\$13.22	\$14.33	\$13.78	\$17.63	\$24.80
Level 5	\$444.95	\$11.71	\$13.91	\$15.02	\$14.64	\$18.74	\$26.35

Casual Employees						
Classification	Mon-Fri 7am-7pm	Mon-Fri 7pm-Midnight	Mon-Fri Midnight-7am	Saturday	Sunday *	Public Holiday
Introductory	\$11.84	\$14.04	\$15.15	\$14.21	\$16.57	\$23.68
Level 1	\$12.18	\$14.38	\$15.49	\$14.61	\$17.05	\$24.35
Level 2	\$12.64	\$14.84	\$15.95	\$15.17	\$17.69	\$25.28
Level 3	\$13.08	\$15.28	\$16.39	\$15.69	\$18.31	\$26.15
Level 4	\$13.78	\$15.98	\$17.09	\$16.53	\$19.29	\$27.55
Level 5	\$14.64	\$16.84	\$17.95	\$17.57	\$20.49	\$29.28

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In certain circumstances depending on when and for how long staff are rostered, overtime penalty rates may be payable. Refer to clause 29 and 32 of the Award to determine whether the hours of work are considered to be ordinary hours and are payable at the above rates or are overtime hours and payable at the overtime penalty rate provided in the Award.

***** Employees that are a qualified tradesperson must be paid the appropriate adult rate of pay no matter what age they are.**

Classification

Introductory	In respect of all classification streams, introductory level means the level of an employee who enters the industry and who has not demonstrated the competency requirements of level 1.
Level 1	Food and beverage attendant grade 1 Guest service grade 1 Kitchen attendant grade 1
Level 2	Clerical grade 1 Cook grade 1 Door person/security officer grade 1 Food and beverage attendant grade 2 Front office grade 1 Guest service grade 2 Kitchen attendant grade 2 Leisure attendant grade 1 Gardener grade 1 Storeperson grade 1
Level 3	Clerical grade 2 Cook grade 2 Food and beverage attendant grade 3 Fork-lift driver Front office grade 2 Guest service grade 3 Handyperson Kitchen attendant grade 3 Leisure attendant grade 2 Gardener grade 2 Storeperson grade 2 Timekeeper/security officer grade 2
Level 4	Clerical grade 3 Cook (tradesperson) grade 3 Food and beverage attendant (tradesperson) grade 4 Front office grade 3 Guest service grade 4 Leisure attendant grade 3 Gardener grade 3 (tradesperson) Storeperson grade 3
Level 5	Clerical supervisor Cook (tradesperson) grade 4 Food and beverage supervisor Front office supervisor Guest service supervisor Gardener grade 4 (tradesperson)
Level 6	Cook (tradesperson) grade 5

Classification Definitions

<p>Introductory level</p>	<p>In respect of all classification streams, introductory level means the level of an employee who enters the industry and who has not demonstrated the competency requirements of level 1. Such an employee will remain at this level for up to three months while the appropriate training for level 1 is undertaken and assessment made to move from the introductory level to level 1. At the end of three months from entry, an employee will 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 three months is required for the employee to achieve competence for movement to level 1.</p>
<p>Food and beverage stream</p>	
<p>Food and beverage attendant grade 1</p>	<p>Means an employee who is engaged in any of the following:</p> <ul style="list-style-type: none"> 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; and vi. cleaning and tidying of associated areas.
<p>Food and beverage attendant grade 2</p>	<p>Means an employee who has not achieved the appropriate level of training and who is engaged in any of the following:</p> <ul style="list-style-type: none"> 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 of monies; v. attending a snack bar; and vi. engaged on delivery duties.
<p>Food and beverage attendant grade 3</p>	<p>Means an employee who in addition to the tasks performed by a Food and beverage attendant grade 2 is engaged in any of the following:</p> <ul style="list-style-type: none"> i. the operation of a mechanical lifting device; ii. attending a wagering (e.g. TAB) terminal, electronic gaming terminal or similar terminal; iii. full control of a cellar or liquor store (including the receipt, delivery and recording of goods within such an area); iv. mixing a range of sophisticated drinks; v. supervising food and beverage attendants of a lower grade; vi. taking reservations, greeting and seating guests; and vii. training food and beverage attendants of a lower grade.
<p>Food and beverage attendant (tradesperson) grade 4</p>	<p>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.</p>

Food and beverage supervisor	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 stream	
Kitchen attendant grade 1	Means an employee engaged in any of the following: <ul style="list-style-type: none"> 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. assembling and preparing ingredients for cooking; and iv. general pantry duties.
Kitchen attendant grade 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	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	Means an employee who carries out cooking of breakfasts and snacks, baking, pastry cooking or butchering.
Cook grade 2	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	Means a commi 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	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	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 and who performs any of the following: <ul style="list-style-type: none"> i. general and specialised duties including supervision or training of other kitchen staff; ii. ordering and stock control; and iii. supervising other cooks and other kitchen employees in a single kitchen establishment.
Guest services stream	
Guest service grade 1	Means an employee who performs any of the following: <ul style="list-style-type: none"> 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;

	<ul style="list-style-type: none"> 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; and iv. parking guests' cars.
Guest service grade 2	<p>Means an employee who has not achieved the appropriate level of training and who is engaged in any of the following:</p> <ul style="list-style-type: none"> 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; and vii. providing butler services such as food, beverage and personalised guest service.
Guest service grade 3	<p>Means an employee who has the appropriate level of training and who is engaged in any of the following:</p> <ul style="list-style-type: none"> 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; and iv. dry cleaning.
Guest service grade 4	<p>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.</p>
Guest service supervisor	<p>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.</p>
Front office grade 1	<p>Means an employee who is engaged as an assistant in front office duties including night auditing, telephonist, receptionist, cashier, information services or reservations.</p>
Front office grade 2	<p>Means an employee who has the appropriate level of training and is in the front office engaged in duties including telephonist, receptionist, cashier, information services or reservations.</p>
Front office grade 3	<p>Means an employee who has the appropriate level of training and is in the front office engaged in duties including assisting in training and supervision of front office employees of a lower grade.</p>
Front office supervisor	<p>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.</p>
Administration stream	

<p>Clerical grade 1</p>	<p>Means an employee who is required to perform basic clerical and routine office duties such as collating, filing, photocopying and delivering messages.</p>
<p>Clerical grade 2</p>	<p>Means an employee who is engaged in general clerical or office duties, such as typing, filing, basic data entry and calculating functions.</p>
<p>Clerical grade 3</p>	<p>Means an employee who has the appropriate level of training and who performs any of the following:</p> <ul style="list-style-type: none"> i. operates adding machines, switchboard, paging system, telex machine, typewriter or calculator; ii. uses knowledge of keyboard and function keys to enter and retrieve data through computer terminal; iii. copy types at 25 words per minute with 98% accuracy; iv. maintains mail register and records; v. maintains established paper-based filing/records systems in accordance with set procedures including creating and indexing new files, distributing files within the organisation as requested, monitoring file locations; vi. transcribes information into records, completes forms, takes telephone messages; vii. acquires and applies a working knowledge of office or sectional operating procedures and requirements; viii. acquires and applies a working knowledge of the organisation's structure and personnel in order to deal with inquiries at first instance, locates appropriate staff in different sections, relays internal information, responds to or redirects inquiries, greets visitors; ix. keeps appropriate records; and x. sorts, processes and records original source financial documents (e.g. invoices, cheques, correspondence) on a daily basis; maintains and records petty cash; prepares bank deposits and withdrawals and does banking. <p>And who has the appropriate level of training and also performs any of the following:</p> <ul style="list-style-type: none"> i. operates computerised radio telephone equipment, micro/personal computer, printing devices attached to personal computer, dictaphone equipment, typewriters; ii. produces documents and correspondence using knowledge of standard formats, touch types at 40 words per minute with 98% accuracy, audio types; iii. uses one or more software application package(s) developed for a micro/personal computer to operate and populate a database, spreadsheet/worksheet to achieve a desired result; graph previously prepared spreadsheet; use simple menu utilities of personal computer; iv. follows standard procedures or template for the preceding functions using existing models/fields of information; v. Creates, maintains and generates simple reports; vi. uses a central computer resource to an equivalent standard; vii. uses one or more software packages to create, format, edit, proof read, spell check, correct, print and save text documents, e.g. standard correspondence and business documents;

	<ul style="list-style-type: none"> viii. takes shorthand notes at 70 wpm and transcribes with 95% accuracy; ix. arranges travel bookings and itineraries, makes appointments, screens telephone calls, follows visitor protocol procedures, establishes telephone contact on behalf of executive; x. applies a working knowledge of the organisation's products/services, functions, locations and clients; xi. responds to and acts upon most internal/external inquiries in own function area; xii. uses and maintains a computer-based record management system to identify, access and extract information from internal sources; maintains circulation, indexing and filing systems for publications, reviews files, closes files, archives files; and xiii. maintains financial records and journals, collects and prepares time and wage records; prepares accounts queries from debtors; posts transactions to ledger.
Clerical supervisor	Means an employee who has the appropriate level of training including a supervisory course and who co-ordinates other clerical staff.
Security stream	
Doorperson/security officer grade 1	Means a person who assists in maintenance of dress standards and good order at an establishment.
Timekeeper/security officer grade 2	Means a person who is responsible for timekeeping 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.
Leisure activities stream	
Leisure attendant grade 1	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	Means a person who has the appropriate level of training and takes classes and/or directs leisure activities such as sporting areas, health clubs and swimming pools.
Leisure attendant grade 3	Means a person who has the appropriate level of training and who plans and co-ordinates leisure activities for guests and may supervise other leisure attendants.
Stores stream	
Storeperson grade 1	Means an employee who receives and stores general and perishable goods and cleans the store area.
Storeperson grade 2	Means an employee who, in addition to the duties for a storeperson grade 1, may also operate mechanical lifting equipment such as a fork-lift and/or who may perform duties of a more complex nature.
Storeperson grade 3	Means an employee who has the appropriate level of training and who:

	<ul style="list-style-type: none"> i. implements quality control techniques and procedures; ii. understands and is responsible for a stores/warehouse area or a large section of such an area; iii. has a highly developed level of interpersonal and communications skills; iv. is able to supervise and provide direction and guidance to other employees including the ability to assist in the provision of on-the-job training and induction; v. exercises discretion within the scope of this grade; and who may exercise skills attained through the successful completion of an appropriate warehousing certificate; and may perform indicative tasks at this level such as: vi. liaising with management, suppliers and customers with respect to stores operations; and vii. detailing and co-ordinating activities of other storepersons and acting in a leading hand capacity for in excess of 10 storepersons; viii. maintains control registers including inventory control and being responsible for preparation and reconciliation of regular reports or stock movements, dispatches, etc; and ix. supervises the receipt and delivery of goods, records, outgoing goods, responsible for the contents of a store.
Maintenance and trades- other than the cooking trade	
Handyperson	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.
Fork-lift driver	Means an employee who has a recognised fork-lift licence and who is engaged solely on the basis of driving a fork-lift vehicle. Those employees who operate a fork-lift as only part of their duties will be paid at the level 3 classification rate.
Gardener grade 1	Means an employee primarily engaged in the following activities: <ul style="list-style-type: none"> i. keeping areas clean and tidy; ii. weeding and watering; iii. trimming, mowing of surrounds, etc., with hand implements; iv. assistance in preparing areas for play; v. assistance in course or green maintenance and construction; vi. operation of a limited range of vehicles, including motor vehicles; vii. performs non-trade tasks incidental to the employee's work.
Gardener grade 2	Means an employee who is engaged in any of the following activities in addition to the work of grade 1: <ul style="list-style-type: none"> i. operation and minor maintenance of motorised equipment under supervision, other than machinery or equipment requiring the holding of specialised licences; ii. assistance in the maintenance, renovation and reconstruction of greens and fairways, and/or maintenance of playing surfaces, including mowing, rolling, top dressing, seeding, turfing and sprigging, fertilising under supervision, planting and maintenance of trees, pruning under supervision; iii. applying fertilisers, fungicides, herbicides and insecticides under general supervision;

	<ul style="list-style-type: none"> iv. gardening duties including the planting and trimming of trees, sowing, planting and cutting of grass, and the watering of plants, gardens, trees, lawns and displays; v. routine maintenance of turf, synthetic, artificial and other play surfaces; vi. completion of basic records; vii. assistance in the construction and installation of facilities and systems; viii. performing tasks incidental to the employee's work; ix. handyman duties; x. supervising gardeners of a lower grade.
<p>Gardener grade 3 (tradesperson)</p>	<p>Means an employee who has completed trade or equivalent qualifications and undertakes one or more of the following duties (including non-trade tasks incidental to the employee's work):</p> <ul style="list-style-type: none"> i. operate, maintain and adjust machinery as appropriate; ii. clean machinery and inspects machinery after each use, reporting any problems to a management employee; iii. applying fertilisers, fungicides, herbicides and insecticides as directed by a management employee; iv. preparing turf, synthetic, artificial and other surfaces for play; v. maintenance and repair of vehicles and/or motor engines; vi. repair and minor renovation work; vii. formation and maintenance of all gardens, lawns and greens; viii. the planting, maintenance and care of trees; ix. training and supervision of employees of a lower grade, including apprentices.
<p>Gardener grade 4 (tradesperson)</p>	<p>Means an employee who has satisfactorily attained the appropriate level of training at trade or the equivalent level, together with the additional requirements in supervision or other appropriate specialist modules. In addition to the duties of levels 1 to 3, the employee is also engaged in the following activities:</p> <ul style="list-style-type: none"> i. supervision and training of subordinate staff, including tradespersons; ii. presentation of written and or verbal reports including budgets, iii. general liaison with management; iv. activities requiring application of specialist skills.
<p>Managerial staff (Hotels)</p>	<p>For the purpose of this additional classification, hotels means hotels, resorts, casinos, taverns, wine saloons, wine and spirit merchants retailing to the general public and other retail licensed establishments in or in connection with accommodation, with the selling of drinks, preparing and serving food and drinks, cleaning and attending to the premises and all other services associated therewith.</p> <p>In this additional classification, hotel manager means an employee (however designated) who:</p> <ul style="list-style-type: none"> i. under the direction of senior management is required to manage and co-ordinate the activities of a relevant area or areas of the hotel; and

	<ul style="list-style-type: none"> ii. directs staff to ensure they carry out their duties in the relevant area or areas of the hotel; and iii. implements policies, procedures and operating systems for the hotel; <p>but excludes an employee who is employed to undertake the duties of senior management, responsible for a significant area of the operations of one or more hotels. Indicative position titles for such an employee include:</p> <ul style="list-style-type: none"> i. Company secretary; ii. Chief accountant; iii. Personnel or human resources manager; iv. Financial controller; v. Industrial relations manager; vi. Venue manager; vii. General/hotel manager; viii. Executive assistant manager; ix. Regional manager; or x. a Manager to whom any of those positions report or are responsible. <p>An employee appointed as a Manager will have completed an appropriate level of training in business management or have relevant industry experience including the supervision of staff in one or more areas of an hotel. In a General Hotel, this classification is commonly known as an Assistant manager. In an Accommodation Hotel, this classification may include any of the following positions: Duty manager; Assistant food and beverage manager; Assistant rooms division manager; Assistant front office manager or equivalent position. This additional classification does not apply to:</p> <ul style="list-style-type: none"> i. Any hotel manager who is an employee of a proprietary or private company (within the meaning of the Corporations Law) where the Hotel Manager holds sufficient number of shares to entitle the Hotel Manager to voting control at general meetings of the company; or ii. Any hotel manager who is the senior partner of a partnership or has at least 49% of that partnership; or iii. A parent, spouse or de facto partner, son or daughter of a hotel manager excluded from the additional classification by this paragraph.
Casino Gaming Stream	
	<p>Casino means a gaming establishment holding a casino license under relevant State legislation. The term does not include a gaming facility that is a part or section of a hospitality establishment such as a hotel or tavern operation.</p> <p>Casino table game means a casino game played under the control and direction of a table game employee. It includes games that are normally played at a table and games that include electronic aids to play the game such as Rapid Roulette.</p> <p>Major game means a table game that requires a table game employee to undertake a minimum of 80 hours formal training to learn the game rules and competently deal the game in accordance with the minimum standards of the employer and the relevant casino regulatory authority.</p> <p>Appropriate level of training for casino gaming employees means that a casino gaming employee has:</p>

	<ul style="list-style-type: none"> i. completed a relevant training course accredited by the AQF; or ii. completed training to a level or standard imposed by a statutory gaming licensing authority; or iii. been assessed to have skills at least equivalent to those attained through the suitable training referred to above, such assessment to have been undertaken by a qualified skills assessor; or iv. at 1 January 2010, had been doing the work of a particular classification for a period of at least three months.
Casino table gaming employee grade 1	Means an employee who has completed the appropriate level of training and has commenced in one major game offered by the casino.
Casino table gaming employee grade 2	Means an employee who has completed the appropriate level of training and has commenced in two major games offered by the casino.
Casino table gaming employee grade 3	Means an employee who has completed the appropriate level of training and has commenced in three major games offered by the casino.
Casino table gaming employee grade 4	Means an employee engaged as such who undertakes table game inspection duties including ensuring that correct procedures and standards are observed by table game employees of a lower grade. This classification does not apply to managerial employees. The provisions of clause 25— Higher duties , will apply to Casino table game employees who have not been appointed to this grade but are required to perform any functions of this position.
Casino electronic gaming employee grade 1	Means an employee in a casino who has received the appropriate level of training and who is engaged in any of the following: <ul style="list-style-type: none"> i. providing information on customer loyalty programs, electronic gaming promotions or services and facilities within a gaming machine area; and/or ii. explaining to patrons the playing of gaming machines.
Casino electronic gaming employee grade 2	Means an employee in a casino who has received the appropriate level of training and who is engaged in any of the following: <ul style="list-style-type: none"> i. explaining to patrons the playing of gaming machines and providing pay-outs and rectifying minor malfunctions; ii. selling and redeeming network gaming games such as Keno, TAB or other network games; iii. conducting network games; and iv. explaining to patrons the playing of gaming machines.
Casino Finance	
Gaming finance employee grade 1	Means an employee engaged to undertake any Count functions including: <ul style="list-style-type: none"> i. hard and/or soft count; ii. shuffling and preparation of playing cards for table games; iii. destruction of playing cards, dice, etc. for table games.
Gaming finance employee grade 2	Means an employee engaged to undertake any Change Booth functions including: <ul style="list-style-type: none"> i. limited supervision of gaming finance grade 1 employees;

	<ul style="list-style-type: none"> ii. counting of change and associated change booth duties; iii. sale and redemption of electronic gaming tickets.
Gaming finance employee grade 3	<p>Means an employee engaged to undertake all grade 2 change functions including supervision of employees of a lower grade when required plus any of the following:</p> <ul style="list-style-type: none"> i. assisting with the verification of floats and change machines; ii. training employees in duties and functions of a lower grade; iii. an employee engaged to undertake one cage function.
Gaming finance employee grade 4	<p>Means:</p> <ul style="list-style-type: none"> i. an employee engaged to undertake two cage cashier functions; or ii. gaming finance revenue audit clerk functions.
Gaming finance employee grade 5	<p>Means an employee engaged to undertake more than two cage cashier functions.</p> <p>For the purposes of the Gaming Finance Stream, cage function includes:</p> <ul style="list-style-type: none"> i. front window cashier duties including exchanging gaming chips for currency, controlling a float, recording transactions and reconciliation duties; or ii. bank cashiering including Fill Bank duties such as receiving, disbursing, reconciling and controlling receipt and issue of gaming chips to gaming tables from the Cage and Main Bank duties; or iii. Premium Group settlements and buy-in. <p>For the purposes of the Gaming Finance Stream, cashier function includes supervision of employees of a lower grade when required.</p>
Casino equipment technicians	
Casino equipment technician grade 1	<p>Means an employee who has the appropriate level of training and who is competent at performing repairs, servicing and installation of non-electronic gaming and associated equipment as well as assisting Casino equipment technicians of a higher grade.</p>
Casino equipment technician grade 2	<p>Means an employee including a tradesperson who has the appropriate level of training and who is competent at performing repairs, servicing and installation of electronic gaming and associated equipment under supervision.</p>
Casino equipment technician grade 3	<p>Means an employee appointed as such who has the appropriate level of training and who without supervision applies 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 or mechanically-controlled gaming equipment. This level also includes an employee required to supervise and/or check the work of Casino equipment technicians of lower grades.</p>
Casino security	
Customer liaison officer	<p>Means an employee in a casino who holds appropriate licenses and who is engaged to work as an area or door attendant to enforce dress, behaviour and entry requirements at the casino.</p>

Security officer grade 1	Means an employee in a casino who holds appropriate licenses and is required to carry out routine security functions throughout the Casino complex, including the duties of securing, watching, guarding and/or protecting the premises including responding to alarm signals and incidents.
Security officer grade 2	Means an employee in a casino who performs work as required above and beyond the skills of an employee at grade 1 to the level of their training. At this level an employee is required to perform cash escort and soft drop duties. This level also includes a security employee who in the opinion of the employer has no previous relevant experience at this level, and is undertaking the tasks of a surveillance officer while undergoing training and gaining experience during the first six months of employment as such.
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 as follows: <ul style="list-style-type: none"> • input information or react to signals and instruments related to electronic surveillance; • keyboard operation to alter the parameters within an integrated security surveillance system; and • co-ordinate, monitor or record the activities of Security officers utilising a verbal communications system.