

Do you want to be in Hospitality?

WHAT YOU NEED TO KNOW



The field of 'hospitality' is a broad one, with many different qualifications and career choices within it. There is a huge need for skilled workers who enjoy working with people, are excellent communicators and have a desire to make the overall experience for the customer a positive one!

Working in the Hospitality Industry can be very rewarding with many opportunities to further your career and change roles. But it's not all fun and games! Although it is likely that you will have lots of fun at work, you must be prepared to work various shifts, sometimes long hours, nights and weekends and typically in a fast paced environment. Like all things, the more you put into your apprenticeship, the more you will get out of it!

Before settling on a career choice within this broad field, read through all the information below, then try doing some on-the-job work experience to make sure the job is the RIGHT CHOICE for you.

FOOD and BEVERAGE

(FRONT OF HOUSE)

Who wants to work in Food and Beverage Service?

Someone who ...

- ✓ Enjoys working with people and has excellent communication skills
- ✓ Enjoys interacting and is good at building rapport with a wide range of people
- ✓ Is flexible and adaptable to the ever changing needs of the customers -
Remember, the customer is always right!

What apprenticeships and traineeships could I do to work front-of-house?

- **Certificate II & III in Hospitality**
 - ✓ Barista
 - ✓ Wait person
 - ✓ Bar attendant
 - ✓ Concierge



We can help you.

- **Certificate III in Hospitality** (Catering Operations)
 - ✓ Food preparation
 - ✓ Catering
 - ✓ General customer service/Concierge

KITCHEN OPERATIONS

(BACK OF HOUSE OF HOUSE)

Who wants to work in Kitchen Operations? Someone who...

- ✓ Enjoys working in a kitchen, away from customers
- ✓ Enjoys hands-on work
- ✓ Is able to work in a fast paced environment



What apprenticeships and traineeships could I do to work back-of-house?

- **Certificate II in Hospitality** (Kitchen Operations)
 - ✓ Kitchen Hand
 - ✓ Food preparation
- **Certificate III in Hospitality** (Commercial Cookery)
 - ✓ Cook
 - ✓ Chef

Want more Information?

Call the **RIGHT CHOICE** Hotline 1300 731 783 or visit
www.maketherightchoice.com.au

