



Please note – This is a previous WA award summary and does not contain the current rates of pay

WA Award Summary

Motel, Hostel, Service Flats and Boarding House Workers Award

1 July 2017

About this Award Summary

This WA Award Summary is a summary of the state Motel, Hostel, Service Flats and Boarding House Workers Award and does not include all obligations required by the award. It is important that you also refer to the full Motel, Hostel, Service Flats and Boarding House Workers Award that is available on the WA Industrial Relations Commission website www.wairc.wa.gov.au

Provisions of other employment legislation also apply to employees and have been included in this WA Award Summary where appropriate. You may need to refer to the *Minimum Conditions of Employment Act 1993*, the *Long Service Leave Act 1958*, and the *Industrial Relations Act 1979* for full details.

This document is formatted for viewing on the Wageline website and contains web links to other relevant information. If you are using a printed copy in which links are not visible, all additional information can be found at www.dmirs.wa.gov.au/wageline or by contacting Wageline on 1300 655 266.

How can we help?

- Pay rates
- Leave entitlements
- Long service leave
- Employment arrangements
- Record keeping obligations



Three Step Check: to make sure this WA Award Summary is relevant to you

<p>Step 1 Is the business in the state system?</p>	<p>This information applies to businesses in the state industrial relations system. It covers businesses which operate as:</p> <ul style="list-style-type: none"> ✓ sole traders (eg Jane Smith trading as Jane’s Motel) ✓ unincorporated partnerships (eg Jane and Bob Smith trading as Jane’s Motel) ✓ unincorporated trust arrangements (Jane and Bob Smith as trustees for Jane’s Motel) <p>This information does not cover businesses and organisations in the national system which operate as:</p> <ul style="list-style-type: none"> ✗ Pty Ltd businesses that are trading or financial corporations (eg Smith Pty Ltd trading as Jane’s Motel) ✗ incorporated partnerships or incorporated trusts ✗ incorporated associations and other non-profit bodies (that are trading or financial corporations) <p>For more information visit the Guide to who is in the WA state system page. If the business or organisation is in the national system visit the Fair Work Ombudsman website www.fairwork.gov.au</p>
<p>Step 2 Is the business covered by the Motel, Hostel, Service Flats and Boarding House Workers Award?</p>	<p>The Motel, Hostel, Service Flats and Boarding House Workers Award applies to businesses in the state industrial relations system which are:</p> <ul style="list-style-type: none"> ✓ Establishments where boarders and/or lodgers are catered for, either temporarily or permanently ✓ Furnished or unfurnished apartments sublet to tenants where there is service as to provision of meals and/or cleaning <p>This award does not apply to any establishment covered by the Hotel and Tavern Workers Award.</p>
<p>Step 3 Is the employee’s job covered by the Motel, Hostel, Service Flats and Boarding House Workers Award?</p>	<p>The Motel, Hostel, Service Flats and Boarding House Workers Award sets pay rates, working hours and other employment arrangements for employees working as:</p> <ul style="list-style-type: none"> ✓ Guest services and wait staff ✓ Cooks, chefs and kitchen staff ✓ Bar staff ✓ Cleaners



Employers covered by this WA Award are legally required to keep employment records. Employers can be fined up to \$5,000 for not keeping employment records, for keeping inadequate or fraudulent records, or for not providing records to Industrial Inspectors when required to do so. Page 8 details record keeping requirements.

The Motel, Hostel, Service Flats and Boarding House Workers Award is a legal document that outlines the minimum wages and condition of employment that must be provided to employees who are covered by the award. Employers and employees cannot agree to lesser conditions.

Industrial Inspectors at the Department of Mines, Industry Regulation and Safety have statutory powers to investigate employee complaints about underpayment of wages or leave entitlements under this WA Award and state employment laws. The Department can prosecute employers in the Industrial Magistrates Court for not paying the rates of pay, including overtime, penalty rates and allowances required by this WA Award.



Rates of pay

All rates of pay are gross rates (before tax). Current rates applied from the first pay period on or after **1 July 2017**.



Adults – 19 years and older – applicable from the first pay period on or after 1 July 2017 until end of last pay period commenced in June 2018 (new rates applied first pay period on or after 1 July 2018)

Level (See page 12 for definitions)	Full time/Part time employee				Casual employee (Rate includes casual loading)		
	Fortnightly	Hourly Mon-Fri*	Hourly Sat/Sun	Public Holiday (min 4 hours)	Hourly Mon-Fri	Hourly Sat/Sun	Public Holiday
Introductory (max 3 months)	\$1,417.90	\$18.66	\$27.98	\$46.64	\$23.32	\$27.98	\$41.98
Level 1	\$1,453.10	\$19.12	\$28.68	\$47.80	\$23.90	\$28.68	\$43.02
Level 2	\$1,506.10	\$19.82	\$29.73	\$49.54	\$24.77	\$29.73	\$44.59
Level 3	\$1,544.80	\$20.33	\$30.49	\$50.82	\$25.41	\$30.49	\$45.73
Level 4	\$1,620.30	\$21.32	\$31.98	\$53.30	\$26.65	\$31.98	\$47.97
Level 5	\$1,710.50	\$22.51	\$33.76	\$56.27	\$28.13	\$33.76	\$50.64
Level 6	\$1,751.30	\$23.04	\$34.57	\$57.61	\$28.80	\$34.57	\$51.85

- *A full time or part time employee must receive an extra **\$1.66 per hour** for any ordinary hours worked prior to 7:00am or after 7:00pm on Monday to Friday. If the employee works the majority of their ordinary hours in a shift between midnight and 7.00am he or she must instead be paid **\$1.75 per hour** extra for each such hour or part hour.
- A split shift allowance of \$2.70 per day must be paid to a full time or part time employee working a split shift.



Juniors – under 20 years of age – applicable from the first pay period on or after 1 July 2017 until end of last pay period commenced in June 2018 (new rates applied first pay period on or after 1 July 2018)

Junior employees are paid a percentage of the appropriate adult rate. Juniors employed at Level 5 classification or Level 6 classification must be paid full adult rates.

Age	Percentage
Under 16 years of age	50%
16	60%
17	70%
18	80%
19	Full adult rates

- Page 4 details the restrictions on employment of children in this industry.



Trainees

For pay rates for registered trainees working under the Motel, Hostel, Service Flats and Boarding House Workers Award, please contact Wageline on 1300 655 266.



Apprentices – applicable from the first pay period on or after 1 July 2017 until end of last pay period commenced in June 2018 (new rates applied first pay period on or after 1 July 2018)

3 Year Term	Rate	Fortnightly (Mon-Fri)	Hourly (Mon-Fri)	Hourly (Sat-Sun)	Hourly (Public Holiday)
1st year - under 21	55%	\$891.20	\$11.73	\$17.59	\$29.32
1st year - 21 or over* (Adult apprentice rate)		\$1,215.20	\$15.99	\$23.98	\$39.97
2nd year	75%	\$1,215.20	\$15.99	\$23.98	\$39.97
3rd Year	88%	\$1,425.90	\$18.76	\$28.14	\$46.90

- *Apprentices aged 21 years and above must be paid the minimum adult apprentice rate of **\$607.60** per week or the appropriate apprenticeship rate for their year, whichever is the higher, for ordinary hours of work.

Higher duties

Any employee performing work for two or more hours in any day on duties carrying a higher prescribed rate of wage than that, in which he or she is engaged, must be paid the higher wage for such day. If work is performed for less than two hours in any day, the employee must be paid the higher wage for the time so worked.

Annualised salary

Full and part time employees may agree with their employer to be paid an annualised salary. The annualised salary must be equivalent to their normal wage plus 25%, and be sufficient to cover what the employee would have been entitled to if all award overtime and penalty rate payment obligations had been complied with. More details can be found in Clause 24 of the Award.



To receive email updates when WA award pay rates change, subscribe to the Wageline Newsletter at www.dmirs.wa.gov.au/wageline



Deductions from pay

An employer may deduct from an employee's pay an amount:

- the employer is authorised, in writing, by the employee to deduct and pay on behalf of the employee
- the employer is authorised to deduct and pay on behalf of the employee under the relevant WA award
- the employer is authorised or required to deduct by law or a court order.



Employment of children

- A child who is 13 or 14 years old may work in a **restaurant** between 6am and 10pm (excepting school hours) if the employer has obtained written permission from their parent or guardian.
- Children under 15 cannot be employed in other occupations or workplaces covered by this WA Award except if the child is working as part of a school program or in a family business or a not-for-profit organisation.
- School aged children must not work in school hours except as part of a school program.
- Visit the [Employment of children laws in WA – shop, restaurant, fast food or takeaway food businesses](#) page for more information about employing children under the age of 15 years, including a template for written parental permission.



Ordinary working hours, penalty rates and overtime – full time employees

- Full time employees are engaged in ongoing employment and work 76 ordinary hours per fortnight.
- Full time employees can be employed subject to a three month probationary period, which can be extended for up to a further 3 months provided that extension is reasonable.

Ordinary hours of work

Full time employees' ordinary hours are:

- 76 hours of work per fortnight
- only 10 days in any fortnight
- shift must be at least 4 hours and not more than 10 hours and spread of shift not more than 12 hours
- must not work less than three hours consecutively exclusive of meal breaks

Overtime and penalty rates

When penalty rates apply for full time employee	Penalty rates
If an employee works ordinary hours on a Saturday or Sunday	Time and a half
If an employee works on a public holiday	Double time and a half Minimum payment of four hours
If an employee works any ordinary hours prior to 7.00 am or after 7.00 pm on any day Monday to Friday	Extra \$1.66 per hour for each such hour, or part thereof worked
If an employee works the majority of his/her ordinary hours between midnight and 7.00 am	Extra \$1.75 per hour for each such hour, or part thereof worked

When overtime applies for a full time employee	Overtime rates
If the employee has already worked: <ul style="list-style-type: none"> • more than 10 hours per day or • more than 10 days in any fortnight or • more than 76 hours per fortnight 	Monday to Friday time and a half for the first two hours and double time after that Saturday or Sunday double time
Work performed outside the daily spread of shift (12 hours)	Monday to Friday time and a half for the first two hours and double time after that Saturday or Sunday double time.
All overtime worked on a Saturday or Sunday	Double time

- By agreement, time off at the applicable overtime rate can be given instead of payment for overtime.



Ordinary working hours, penalty rates and overtime – part time employees

- Part time employees are engaged in ongoing employment and work on an ongoing basis every week for a minimum of 20 hours per fortnight.
- Part time employees can be employed subject to a three month probationary period which can be extended for up to a further three months provided that extension is reasonable.

Ordinary hours of work

Part time employees' ordinary hours are:

- At least 20 hours per fortnight
- Only 10 days in any fortnight
- Shift must be at least 3 hours and not more than 10 hours and spread of shift not more than 12 hours.
- By agreement, hours of work in any pay period can be increased to a maximum of 76 ordinary hours, and these extra hours will be paid at normal rates of pay.

Overtime and penalty rates

When penalty rates apply for part time employee	Penalty rates
If an employee works ordinary hours on a Saturday or Sunday	Time and a half
If an employee works on a public holiday	Double time and a half Minimum payment of four hours
If an employee works any ordinary hours prior to 7.00 am or after 7.00 pm on any day Monday to Friday	Extra \$1.66 per hour for each such hour, or part thereof worked
If an employee works the majority of his/her ordinary hours between midnight and 7.00 am	Extra \$1.75 per hour for each such hour, or part thereof worked

When overtime applies for a part time employee	Overtime rates
If the employee has already worked: <ul style="list-style-type: none"> more than 10 hours per day or more than 10 days in any fortnight or more than 76 hours per fortnight 	Monday to Friday time and a half for the first two hours and double time after that Saturday or Sunday double time
Work performed outside the daily spread of shift (12 hours)	Monday to Friday Time and a half for the first two hours and double time after that Saturday or Sunday double time.
All overtime worked on a Saturday or Sunday	Double time

- By agreement, time off at the applicable overtime rate can be given instead of payment for overtime.



Ordinary working hours – casual employees

- Casual employees work on an irregular basis, with no expectation of on-going work.
- A casual employee must be provided with at least two consecutive hours of work per shift.

When penalty rates apply for a casual employee	Penalty rates
If an employee works Monday to Friday	Additional 25%
If an employee works on a Saturday or Sunday	Additional 50%
If an employee works on a public holiday	Additional 125%



Meal breaks

Meal break requirements are:

- an unpaid meal break of between 30 and 60 minutes after not more than 6 hours of work
- a 10 minute paid break if shift is 6 or more hours long
- if it is not possible to grant a meal break on any day, the said meal break must be treated as time worked, and the employee must be paid at the applicable rate, plus 50% of the ordinary hourly rate, until the employee is released for a meal.



Public holidays

- Full time employees are entitled to public holidays without deduction of pay. Part time employees are entitled to public holidays without deduction of pay if they would ordinarily be required to work on that day if it was not a public holiday.
- If a public holiday falls on a worker's rostered day off, the holiday is observed on the next rostered working day. In this case the substituted day is a holiday without deduction of pay and the day for which it is substituted is not a holiday.
- Visit the [Public Holidays in Western Australia](#) page to view the public holiday dates.



Allowances

Allowance	When allowance is paid	Rate
Split Shift	If an employee (except a casual) works a split shift.	\$2.70 per day
Meal Money	If required to work 2 or more hours of overtime without notification on the previous day (or earlier).	Employees must receive a substantial meal or a meal allowance of \$11.30 .
Location Allowance	Where working in certain regional towns in Western Australia (paid on a proportionate basis to casual/part time employees and apprentices)	Visit the Location Allowance page for the amount payable for each town or Clause 42 of the Award
Protective clothing	If required to wash dishes, clean toilets or handle detergents, acids, soaps or any injurious substances must be supplied with rubber gloves by the employer or be paid an allowance.	\$3.90 per fortnight, or \$1.95 if working less than 38 hours per fortnight.
Employee's equipment	If required to use his/her own knives.	\$14.40 per fortnight, or \$7.20 if working less than 38 hours per fortnight.
Uniforms and laundry allowance	<p>Cooks - When a cook wears the ordinary apparel usually worn by cooks such as black and white check trousers, white shirt, white apron and cap, these must be laundered at the employer's expense or an allowance paid.</p> <p>Other employees - If the employer requires a special uniform (as defined in the award) to be worn the uniform must be provided by the employer. The employer must arrange for the uniform to be laundered at the employer's expense or pay a laundry allowance.</p>	<p>\$11.00 per fortnight worked as a laundry allowance, or \$5.50 per fortnight for employees working less than 38 ordinary hours per fortnight</p> <p>\$7.20 per fortnight, or \$3.60 for employees working less than 38 ordinary hours per fortnight.</p>



Employment records

- Employers are legally required to keep employment records which demonstrate that employees have been paid all entitlements under the Motel, Hostel, Service Flats and Boarding House Workers Award and relevant legislation.
- Employers must keep all employment records for at least seven years after they are made for both current and past employees. Records relating to long service leave must be kept for seven years from the date employment ends.
- Employers can be fined up to \$5,000 by the Industrial Magistrates Court for not keeping employment records or for keeping inadequate or fraudulent records. A common requirement that employers fail to observe is a lack of detail in keeping employment records.
- Employers must keep records that detail:
 - Employee's name
 - Date of birth if under 21 years of age
 - Date employee commenced with the employer
 - Total number of hours worked each week
 - The gross and net amounts paid to the employee
 - All information required to calculate long service leave entitlements and payment
 - All pay deductions and reasons for them
 - Name of WA award that applies
 - Daily start and finish time and meal breaks taken
 - Employment status (full time, part time, casual)
 - Employee's classification under the award
 - All leave taken, whether paid, partly paid or unpaid
 - Any other information necessary to prove that the wages received by an employee comply with the requirements of the Motel, Hostel, Service Flats and Boarding House Workers Award, such as overtime hours worked and allowances paid. Contact [Wageline](#) or view the full Motel, Hostel, Service Flats and Boarding House Workers Award on the WA Industrial Relations Commission website www.wairc.wa.gov.au for details.
- Employment records can be written or electronic as long as they are in a form that can be printed. Time and wage books can be used to keep employment records, however, it is the employer's responsibility to ensure the time and wage book includes all of the required information.
- The records must be in English.
- Wageline's [record keeping templates](#) help small business employers meet their legal obligations for time and wages record keeping and keep accurate employee leave records.



Leave entitlements

Quick reference guide

Leave entitlement	Full time	Part time	Casual
Annual leave	✓	✓	✗
Sick and carer's leave	✓	✓	✗
Unpaid carers leave	✓	✓	✓
Bereavement leave	✓	✓	✓
Unpaid parental leave	✓	✓	✓
Long Service leave	✓	✓	✓

This WA Award summary covers the basic leave entitlements for employees covered by the Motel, Hostel, Service Flats and Boarding House Workers Award but does **not** include all details on leave obligations and entitlements. Full details of conditions are contained in the Motel, Hostel, Service Flats and Boarding House Workers Award on the WA Industrial Relations Commission website www.wairc.wa.gov.au, the *Minimum Conditions of Employment Act 1993* and the *Long Service Leave Act 1958*.



Annual leave

- Full time employees are entitled to a minimum of four weeks of paid annual leave for each year of completed service, up to 152 hours. Part time employees are entitled to a minimum of four weeks of paid annual leave per year paid on a pro rata basis according to the number of hours they are required ordinarily to work in a four week period. Casual employees are not entitled to annual leave.
- Annual leave is a minimum entitlement in the *Minimum Conditions of Employment Act 1993* and the Motel, Hostel, Service Flats and Boarding House Workers Award sets out additional requirements regarding annual leave and annual leave loading.
- During a period of annual leave an employee must be paid annual leave loading of 17.5%. If an employee would have received any additional rates for work performed in ordinary hours, had he or she not been on leave, and this would be a greater amount than the 17.5% loading, then such additional rates must be paid in lieu of the 17.5% loading. Annual leave loading is not paid on pro rata leave paid out on termination.
- Annual leave accrues on a weekly basis:
 - A full time employee accrues 2.923 hours of annual leave for each completed week of work.
 - A part time employee accrues the relevant proportion of 2.923 hours annual leave for each completed week of service.
 - Visit Wageline's [Annual Leave Calculation Guide](#) to work out annual leave entitlements.
 - Wageline's [record keeping templates](#) include an annual leave record template.



Bereavement leave

- All employees, including casual employees, are entitled to two days paid bereavement leave on the death of a spouse, de facto partner, parent, step-parent, grandparent, child, step-child, grandchild, sibling or any other member of the employee's household. The two days need not be consecutive.
- Bereavement leave is a minimum entitlement from the *Minimum Conditions of Employment Act 1993*.



Parental leave

- Employees, including eligible casual employees, are entitled to the unpaid parental leave entitlements in the National Employment Standards of the *Fair Work Act 2009*, as well as a number of more beneficial conditions contained in the *Minimum Conditions of Employment Act 1993* (a return to work after parental leave on a modified basis and a reversion to pre-parental leave working conditions). Visit the [Parental leave](#) page for more details.



Sick and carer's leave

- Sick and carer's leave entitles a full time or part time employee to paid time off work due to either illness or injury to themselves (sick leave), or because they have to care for an ill or injured family or household member (carer's leave).
- Full time and part time employees are entitled to paid sick and carer's leave equal to the number of hours they would ordinarily work in a two week period, up to 76 hours per year. Sick and carer's leave is a cumulative entitlement, and any leave not taken in one year can be carried over to the next year.
- Sick and carer's leave accrues on a weekly basis for full and part time employees.
- In the first year of employment, a full time or part time employee can use any paid sick and carer's leave that they have accrued to date for caring purposes.
- In the second and subsequent years of employment, a full time employee can only use a maximum of 76 hours of their accrued sick leave entitlement for caring purposes, or a part time employee the relevant proportion of 76 hours based on their ordinary hours of work.
- An employee is entitled to up to two days of unpaid carer's leave per occasion if an employee does not have sufficient paid leave accrued or has exceeded the maximum amount of carer's leave that can be taken in any 12 month period.
- Casual employees are not entitled to paid sick leave or paid carer's leave. Casual employees can access up to two day's unpaid carer's leave per occasion.
- Sick and carer's leave is a minimum entitlement from the *Minimum Conditions of Employment Act 1993*.
- Wageline's [Sick Leave Calculation Guide](#) can assist with calculating sick and carer's leave entitlements.
- Wageline's [record keeping templates](#) include a sick and carer's leave record template.



Long service leave

- Full time, part time and casual employees are entitled to long service leave (LSL).
- Long service leave is an entitlement from the *Long Service Leave Act 1958*.
- The length of continuous employment for an employee's long service leave entitlement is based on the total time with the business, rather than any one employer. An employer who buys a business or part of a business will take on the long service leave obligations for existing employees if there has been a transmission of business. This applies regardless of anything written in the sale contract.

Amount of continuous employment with same business	Amount of leave
After 10 years of continuous employment	8 ^{2/3} weeks
For every 5 years of continuous employment after this initial 10 years	4 ^{1/3} weeks
When an employee is terminated (except for serious misconduct) or resigns after they have completed between 7 and 10 years continuous employment	The employee is entitled to be paid out for LSL on a proportionate basis. LSL payment is worked out on a pro-rata basis for the entire period of employment, including years, months and days
When an employee is terminated or resigns after they have worked continuously for 10 or more years	The employee is entitled to be paid out for LSL. LSL payment is worked out on completed years of service only

- An employee who has completed a full qualifying period of service (e.g. 10 years) is entitled to be paid out their full long service leave entitlement (e.g. 8^{2/3} weeks) on termination, regardless of the circumstances of the termination.
- Where an employee has a period of service that is less than the full qualifying period and they were terminated by their employer for serious misconduct, they are not entitled to **pro rata** LSL.
- Visit the [Long Service Leave](#) page for more details and a calculation guide.
- Wageline's [record keeping templates](#) include a long service leave record template.



Resignation by the employee

- Full time and part time employees are required to provide:
 - In the first year of service, at least one day's notice
 - In the second year of service, at least one week's notice
 - In the third and succeeding years, at least two weeks' notice
- A casual employee can resign by providing one hour's notice to the employer.

Termination

- An employer is required to give a casual employee one hour's notice of termination.
- For apprentices, an employer must contact the Department of Training and Workforce Development Apprenticeship Office on 13 19 54 to discuss any proposed termination of an apprentice.
- Except in cases of serious misconduct, an employer is required to give full time and part time employees the following period of notice of termination (or payment in lieu):

Period of continuous service	Notice period
Not more than 1 year	1 week
More than 1 year but not more than 3 years*	2 weeks
More than 3 years but not more than 5 years*	3 weeks
More than 5 years*	4 weeks

- *Employees over 45 years of age with two or more years of continuous service must receive an additional week's notice.

Redundancy

- An employee is redundant when their employer has decided that they no longer wish the job the employee has been doing done by anyone.
- An employer has a number of obligations in redundancy situations and may be required to pay severance pay. Visit the [Redundancy](#) page for redundancy obligations.

Dismissal requirements

- Under State laws, employees cannot be dismissed if to do so would be harsh, unfair or oppressive. There must be a valid and fair reason for dismissal, such as:
 - consistent unsatisfactory work performance (which has been raised with the employee and the employee given further training and an opportunity to improve their work performance)
 - inappropriate behaviour or actions or
 - serious misconduct.
- The [Dismissal information](#) page outlines obligations and requirements when an employee is terminated.



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.

Appropriate level of training

- Completion of a training course and the employee qualifying for an appropriate certificate relevant to the employee's particular classification; or
- That the employee's skills have been assessed to be at least the equivalent of those attained through the suitable course described in paragraph (a) of this sub-clause assessment to be undertaken by a qualified skills assessor.

Food and Beverage

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

- picking up glasses
- removing food plates
- general assistance to food and beverage attendants of a higher grade not including service to customers
- emptying ashtrays
- setting and/or wiping down tables
- cleaning and tidying of associated areas

Food and Beverage Attendant Grade 2 (Level 2) Means an employee who has not achieved the appropriate level of training and who is engaged in any of the following:

- engaged on delivery duties
- receipt of monies
- supplying, dispensing or mixing of liquor including the sale of liquor from the bottle department;
- attending a snack bar
- assisting in the cellar or bottle department
- undertaking general waiting duties of both food and/or beverage including cleaning of tables

Food and Beverage Attendant Grade 3 (Level 3) Means an employee who has the appropriate level of training and is engaged in any of the following:

- supplying, dispensing or mixing of liquor including the sale of liquor from the bottle department
- engaged on delivery duties
- 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
- undertaking general waiting duties of both food and liquor including cleaning of tables
- receipt and dispensing of monies

In addition to the tasks performed by a food and beverage attendant grade 2 the employee is also involved in:

- the operation of a mechanical lifting device or
- attending a wagering (e.g. TAB) terminal, electronic gaming terminal or similar terminal.

And/or means an employee who is engaged in any of the following:

- full control of a cellar or liquor store (including the receipt, delivery and recording of goods within such an area)
- training food and beverage attendants of a lower grade
- taking reservations, greeting and seating guests
- mixing a range of sophisticated drinks;
- supervising food and beverage attendants of a lower grade

Food and Beverage Attendant (Tradesperson) Grade 4 (Level 4) Means an employee who has completed the appropriate level of training 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 (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 (Level 1) means an employee engaged in any of the following:

- 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
- assembly and preparation of ingredients for cooking
- assisting employees who are cooking
- general pantry duties.

Kitchen Attendant Grade 2 (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 (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 (Level 2) means an employee who carries out cooking of breakfasts and snacks, baking, pastry cooking or butchering.

Cook Grade 2 (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 (Level 4) means a “commi chef” or equivalent who has completed an apprenticeship or has passed the appropriate trade test, and who is engaged in cooking, baking, pastry cooking or butchering duties.

Cook (Tradesperson) Grade 4 (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 (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:

- general and specialised duties including supervision or training of other kitchen staff
- ordering and stock control or
- solely responsible for other cooks and other kitchen employees in a single kitchen establishment.

Security

Doorman/security officer grade 1 (level 2) means a person who assists in maintenance of dress standards and good order at an establishment.

Timekeeper/security officer grade 2 (level 3) 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 doorman/security officer grade 1 personnel.

Store persons and Handypersons

The Award also provides classification duties for store persons and handypersons and forklift drivers – see the full award for details.

Guest service

Guest service grade 1 (level 1) means an employee who performs any of the following:

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

Guest service grade 2 (level 2) means an employee who has not achieved the appropriate level of training and who is engaged in any of the following:

- Servicing accommodation areas and cleaning thereof
- Receiving and assisting guests at the entrance to the establishments
- Driving a passenger vehicle or courtesy bus
- Transferring guests baggage to and from rooms
- Assisting in the dry cleaning process
- Cleaning duties using specialised equipment and chemicals or
- Providing butler services such as food, beverage and personalised guest service.

Guest service grade 3 (level 3) means an employee who has the appropriate level of training and who is engaged in any of the following:

- Supervising guest service employees of a lower grade
- Providing butler services such as food, beverage and personalised guest service
- Major repair of linen and/or clothing including basic tailoring and major alterations and refitting or
- Dry-cleaning.

Guest service grade 4 (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 (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.

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