



JOB ROLE PROFILE	HOTEL AND HOSPITALITY SERVICES EMPLOYEE	DATE
<b>PURPOSE</b>	The Job Role Profile - Hotel and Hospitality Services Employee identifies the language, literacy and numeracy standards required to perform effectively in the role. The table below identifies typical tasks, and states the level of workplace standard applicable to the tasks.	

TASK	WORKPLACE STANDARD/S
<b>READING</b>	
<b>Read, understand and appropriately action the following documentation:</b>  <b>Kitchen</b> <ul style="list-style-type: none"><li>› Workplace signage</li><li>› Information</li><li>› Dietary requirements/preferences</li><li>› Recipes</li></ul> <b>Catering and domestic</b> <ul style="list-style-type: none"><li>› Workplace signage</li><li>› Material safety data sheets and other whs information</li><li>› Standard operating procedures (sops)</li><li>› Schedules (e.g. Cleaning, meal service times, duties schedule)</li><li>› Surveys</li><li>› Policies and procedures</li><li>› Rosters</li><li>› Time sheets, incident reports and hazards, etc.</li><li>› Email and other electronic communications</li><li>› Minutes/memos</li></ul>	<b>Assumes independent work with familiar supports, mostly familiar context and routine texts and may involve a number of steps.</b> <ul style="list-style-type: none"><li>› Select and apply the strategies and procedures needed to perform a range of tasks after reading appropriate documents</li><li>› Interpret information from a range of tables, charts, and graphics</li><li>› Read and interpret a flowchart or diagrammatic document, e.g. Organisational chart</li><li>› Use workplace software and access assistance</li><li>› Use both online and hard copy documents to find information, e.g. Policies and procedures</li></ul>

TASK	WORKPLACE STANDARD/S
<b>WRITING</b>	
<p><b>Complete and/or prepare:</b></p> <ul style="list-style-type: none"> <li>› Organisational forms</li> <li>› Time sheets</li> <li>› Email and other electronic communications</li> <li>› Communication books</li> <li>› Notes</li> <li>› Workplace surveys</li> <li>› Checklists</li> </ul>	<p><b>Works independently and uses own familiar support resources.</b></p> <ul style="list-style-type: none"> <li>› Write a routine report, e.g. An accident report, incident report, communication book entry, etc.</li> <li>› Enter routine data into organisation forms.</li> <li>› Use email for routine communication.</li> <li>› Complete a work-related routine survey.</li> </ul>
<b>NUMERACY</b>	
<p><b>Complete time sheets.</b></p> <p><b>Undertake measurements, including:</b></p> <ul style="list-style-type: none"> <li>› Quantity of food and drink</li> <li>› Metric conversions (catering)</li> <li>› Measurement of cleaning liquids</li> <li>› Understand time and dates, including: <ul style="list-style-type: none"> <li>› Use-by dates</li> <li>› Temperature</li> </ul> </li> </ul> <p><b>Maintain required timelines:</b></p> <ul style="list-style-type: none"> <li>› Keep to workplace schedule</li> <li>› Prepare and serve food on time</li> <li>› Keep to cleaning schedules</li> </ul>	<p><b>May work with expert/mentor where support is requested.</b></p> <ul style="list-style-type: none"> <li>› Measure quantities using simple and routine measuring instruments.</li> <li>› Keep a record of hours of work and fill in a time sheet.</li> <li>› Read and interpret timetables and schedules (rosters).</li> </ul>

TASK	WORKPLACE STANDARD/S
<b>ORAL COMMUNICATION</b>	
<p><b>Verbally communicate with:</b></p> <ul style="list-style-type: none"> <li>› Residents and clients to: <ul style="list-style-type: none"> <li>› Source client/resident preferences</li> <li>› Inform and gain consent from residents of tasks/activities being undertaken</li> <li>› Communication appropriately with clients who have dementia or other cognitive conditions or disabilities</li> </ul> </li> <li>› Families, visitors and contractors</li> <li>› Team members/peers to provide hand-over information</li> </ul> <p><b>Appropriately communicate orally:</b></p> <ul style="list-style-type: none"> <li>› Convey and deliver information from client to others clearly and concisely in a timely manner</li> <li>› Meet, greet and direct</li> <li>› Hold general conversation</li> <li>› Conduct workplace communication</li> <li>› Deal with difficult behaviour</li> <li>› Provide workplace instruction</li> <li>› Provide constructive feedback/input</li> <li>› Participate in meetings and other forums</li> </ul>	<p><b>Works independently and uses own familiar support resources.</b></p> <ul style="list-style-type: none"> <li>› Listen and report customer feedback to appropriate person</li> <li>› Listen to clear instructions containing several steps and ask clarifying questions when required</li> </ul> <p><b>Works independently and initiates and uses supports from a range of established resources.</b></p> <ul style="list-style-type: none"> <li>› Deal with conflict and difficult behaviour, listening actively to clarify points and differing opinions to resolve issues</li> <li>› Present a workplace procedure to a colleague or manager</li> <li>› Facilitate team discussions, negotiations, and suggested workplace practice changes or suggestions</li> <li>› Negotiate with others to achieve desired outcomes using a range of oral strategies, e.g. Persuasion, presenting an opinion or presenting options for compromise</li> </ul>
<b>LEARNING</b>	
<p><b>Participate in ongoing learning and professional development:</b></p> <ul style="list-style-type: none"> <li>› Understands own style of learning</li> <li>› Apply new strategies and techniques</li> <li>› Actively participate in performance reviews</li> <li>› Identify learning and professional development opportunities</li> <li>› Proactive in sourcing information for ongoing learning and development</li> </ul> <p><b>Accepts guidance and advice from mentors and workplace coaches</b></p>	<p><b>Works independently and uses own familiar sources.</b></p> <ul style="list-style-type: none"> <li>› Familiar with own strengths and weaknesses as a learner and takes these into account when selecting learning options</li> <li>› Will approach trusted, more experienced colleague to act as sounding board or mentor</li> </ul> <p><b>Works independently and initiates and uses support from a range of established resources.</b></p> <ul style="list-style-type: none"> <li>› Gather information on a range of courses, assessing and comparing them to identify the most appropriate learning pathway</li> </ul>
<b>DIGITAL LITERACY</b>	
<p><b>Use of organisational technology, including:</b></p> <ul style="list-style-type: none"> <li>› Computers</li> <li>› Mobile devices</li> </ul> <p><b>Work in an online learning environment</b></p>	<p><b>Digital literacy skills assessed as necessary for the position.</b></p> <ul style="list-style-type: none"> <li>› Operate or follow instructions to operate mobile devices</li> <li>› Select personally relevant information online</li> <li>› Navigate and use appropriate workplace online tools and resources</li> <li>› Use basic office equipment - photocopier, telephone, etc.</li> </ul> <p><i>NB: familiarisation with some or all of the above skills should be included as part of staff induction program.</i></p>