



Careers in... **Tourism, Hospitality & Events**

Arts & Culture Sport & Recreation Hospitality Tourism Information Media Telecommunications Printing

Skills and experience in the tourism, hospitality and events industries can lead to exciting careers that may see you working and travelling worldwide as an industry professional.

Tourism

Tourism encompasses travel for a range of reasons such as leisure, business, festivals and events, health, education and religion. It includes both domestic and international travel and involves the consumption of a wide range of goods and services provided by transport and tour operators, travel agencies, accommodation providers, theme parks and attractions, tour guides, sporting, entertainment and arts venues, museums and historical sites, restaurants, cafes and clubs.

Hospitality

Hospitality includes the provision of food, beverage, catering, recreation and accommodation services for the consumer who may be a tourist or a local resident. The hospitality industry is one of the largest in Australia. It includes businesses that provide accommodation, meals and drinks services such as hotels, motels, resorts, holiday parks, restaurants, caterers, function and events venues, hospitality contractors, clubs and casinos.

Events

Events organisation and management takes place across the full spectrum of business and community activity, often within community, cultural, hospitality, sporting and tourism industries.

It includes the coordination of events for professional conference organisers, exhibition and event management companies, sporting associations, community organisations, hospitality and cultural venues.

Personal Attributes

The tourism, hospitality and events industries are customer service driven and great people skills are an essential part of working in these industries.

- good communication skills
- a strong customer focus
- smart presentation and grooming
- excellent organisational skills
- attention to detail
- comfortable working with computers
- ability to work in a team
- ability to work well under pressure
- good technical skills and knowledge
- ability to work on your feet for extended periods
- flexibility to work days, nights, weekends and public holidays

Careers in Tourism

Airlines & Airport Operations Personnel, Attraction & Theme Park Personnel, Booking Agent, Caravan/Holiday Park/ Camp Ground Personnel, Casino Personnel, Cruise Ship Personnel, Customer Service Officer, Hotel/Motel/Resort Manager, Marketing Coordinator, Indigenous Culture Tour Guide, Reservations Officer, Retail Travel Sales Consultant, Sales Executive, Tour Coordinator, Tour Guide, Tour Operator, Tour Promotions Officer, Tour Vehicle Driver, Tour Wholesaler: Inbound/Outbound, Tourism Product Manager and Travel Attendant.



Tourism, Hospitality & Events

Careers in Hospitality

Bar Attendant / Supervisor, Barista, Cafe/Coffee Shop Operator, Caravan / Holiday Park Manager, Cashier, Caterer, Chef, Cook, Commercial Cook, Customer Service Officer, Food/Beverage Service Manager, Gaming Attendant, Hostess/Usher, Hotel Service Supervisor, Hotel/Motel Front Office Clerk, Hotel/Motel/Restaurant/Club Manager, Housekeeping Attendant, Kitchen Hand, Mine Site Catering Manager, Pastry Chef/Patisserie, Purser, Reservations Clerk, Restaurateur, Site Operations Manager, Waiter and Aquatic/Leisure Centre Manager.

Careers in Events

Community Events Coordinator, Conference Organiser, Events Assistant, Events Technician, Exhibition Manager, Festival & Events Manager, Function Assistant, Exhibition Coordinator, Festival Coordinator, Function Coordinator, Meetings & Events Manager, Sports/Corporate Events Manager, Venue Coordinator and Wedding Coordinator.

Tourism Qualifications

Certificate I in Tourism (Australian Indigenous Culture)
Certificate II, III, IV, Diploma & Adv. Diploma in Tourism
Certificate II, III, IV & Diploma in Holiday Parks & Resorts
Certificate III in Tourism (Retail Travel Sales)
Certificate III in Tourism (Tour Wholesaling)
Certificate III in Tourism (Visitor Information Services)
Certificate III & IV in Tourism (Guiding)

Hospitality Qualifications

Certificate I, II, III, IV, Diploma & Adv. Diploma in Hospitality
Certificate I & II in Hospitality (Kitchen Operations)
Certificate II, III & IV in Hospitality (Asian Cookery)
Certificate III & IV in Hospitality (Commercial Cookery)
Certificate III & IV in Hospitality (Catering Operations)
Certificate III & IV in Hospitality (Patisserie)

Events Qualifications

Certificate III in Events
Diploma of Events
Advanced Diploma of Events

All qualifications listed in this publication are nationally accredited qualifications and may not be delivered in Western Australia.

Career Information Online

FutureNow www.futurenow.org.au

TrainingWA www.trainingwa.wa.gov.au

ApprentiCentre www.det.wa.edu.au/apprenticentre

Career Centre www.trainingwa.gov.au/careercentre

Careers Advice Australia www.careersadviceaustralia.gov.au

Jobs Guide www.jobsguide.deewr.gov.au

Skills One www.skillsone.com.au

My Future www.myfuture.edu.au