

MAKERS OF SMILES AND SPECIAL OCCASIONS.

Love creating special occasions and putting smiles on faces? Like meeting new people from different walks of life and cultures? Enjoy working in a team and helping others feel right at home? Have lots of warmth and energy, with a keen eye for detail, planning and organising? And does the flexibility of working shifts, late nights or early mornings appeal to you? Yes?

**THEN A HOTEL CAREER COULD BE YOUR
IDEAL DESTINATION.**

♥ LOVE

The hotel/resort experience
Putting smiles on faces
Meeting people
Teamwork
Planning and organising

👤 STRENGTHS

Making others feel at home
Neatness and attention to
detail

✓ PREFER

Flexible hours (part-time, full-
time, shifts, late nights, early
mornings)

👎 DEAL BREAKERS

Boring, average 9-to-5

WHERE COULD YOUR WARMTH AND ATTENTION TO DETAIL TAKE YOU?

Step through the door of a hotel or resort and there are many directions you can take to step into hospitality management and be the maker of great guest experiences. For visitors travelling for business or pleasure. Wedding parties and conference delegates. Corporates, guest speakers and ambassadors. Maybe even the occasional celebrity.





BE THE FACE OF THE HOTEL OR BE THE CREATOR OF FIRST IMPRESSIONS.

FRONT OFFICE MANAGER

- Coordinate the smooth running of hotel reception

RECEPTIONIST AND CONCIERGE

- Welcome guests and make them feel at home
- Work and communicate with kitchen, bar and other hotel staff

HOLD THE KEY TO THE WHOLE EXPERIENCE.

HOTELIER/HOTEL GENERAL MANAGER

- Leader and decision-maker
- Coordinate the smooth running of the hotel
- Maintain an exceptional customer experience
- Report and manage costs and profitability
- Oversee staff recruitment and training
- Keep everything in line with hotel policies and regulations

ORGANISE THE FOOD, DRINK AND EVENTS.

FOOD AND BEVERAGE MANAGER

- Coordinate the smooth running of the hotel restaurant and bar
- Report and manage restaurant and bar costs and profitability
- Co-ordinate events and activities
- Work and communicate with kitchen, bar and other hotel staff

MAKE IT NEAT AS A PIN.

HOUSEKEEPING MANAGER

- Hands-on manager
- Coordinate room cleaning and linen laundering
- Coordinate the maintenance of furnishings and housekeeping equipment

EXECUTIVE HOUSEKEEPING MANAGER

- Oversee hotel room and service standards
- Coordinate the smooth running of hotel housekeeping

WHERE TO FROM HERE? EXPLORE YOUR PATHWAYS.

VOCATIONAL TRAINING

- Certificate II in Hospitality (Code SIT20316)
- Certificate III in Hospitality (Code SIT30616)
- Certificate IV in Hospitality (Code SIT40416)
- Diploma in Hospitality Management (Code SIT50416)
- Advanced Diploma in Hospitality Management (Code SIT60316)

TRAINEESHIPS

Giving you the opportunity to combine practical experience at work with structured training, you enter a formal training contract with an employer that leads to a nationally recognised qualification. And you spend most of your time in paid employment.

- Certificate II in Holiday Parks and Resorts (Code SIT20216)
- Certificate III in Holiday Parks and Resorts (Code SIT30416)
- Assistant Manager (Resorts) Certificate IV in Holiday Parks and Resorts (Code SIT40316)
- Accommodation Services Certificate III in Hospitality (Code SIT30616)
- Food and Beverage Certificate III in Hospitality (Code SIT30616)
- General/Restaurant Front of House Certificate III in Hospitality (Code SIT30716)
- Hospitality Operation Certificate II in Hospitality (Code SIT20316)
- Hospitality Operation Certificate III in Hospitality (Code SIT30616)
- Supervision Certificate IV in Hospitality (Code SIT40416)

UNIVERSITY COURSES

- Bachelor of Hospitality and Tourism Management, Edith Cowan University
- Bachelor of Commerce Tourism and Hospitality Major, Curtin University
- Masters of International Hospitality Management, Edith Cowan University

WANT TO EXPLORE MORE?
HEAD TO WWW.THECAREERS.GUIDE



FutureNow.