



Hospitality Industry (General) Award 2020 **2025 Wage Rates & Allowances Guide**

**Effective from first full pay period commencing on or after 1 July
2025**

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TABLE OF CONTENTS

PART 1: ADULT WAGE RATES AND ALLOWANCES	4
PART 2: JUNIOR WAGE RATES	10
PART 3: TRAINEE WAGE RATES	14
PART 4: CLASSIFICATION DEFINITIONS	16

HOSPITALITY INDUSTRY (GENERAL) AWARD 2020

This guide contains the minimum wage rates and common allowances applicable to employees employed under the *Hospitality Industry (General) Award 2020 (HIGA)*. That is, employers and their employees in the hospitality industry employed in the classifications defined in Schedule A of the HIGA, to the exclusion of any other modern award e.g. restaurants, registered clubs.

If you require the details of all terms and conditions, it is recommended that you access the full version of the HIGA, which can be accessed [here](#).

WAGE RATES AND ALLOWANCES EFFECTIVE FROM THE FIRST FULL PAY

PERIOD COMMENCING ON OR AFTER 1 July 2025

PART 1: ADULT WAGE RATES AND ALLOWANCES

COMMON ALLOWANCES/PENALTY RATES*

(*See Page 3)

CLAUSE 2 DEFINITIONS

Standard weekly rate means the minimum weekly wage for a Level 4 classification (Cook (tradesperson) grade 3) in Table 3 – Minimum Rates – **\$1068.43**

Standard hourly rate means the minimum hourly rate for a Level 4 classification (Cook (tradesperson) grade 3) in Table 3 – Minimum Rates – **\$28.12**

CLAUSE 26 ALLOWANCES

Clause 26.4 **Meal Allowance:** **\$16.73 per eligible occasion**

Clause 26.5 **Tool Allowance:** **\$9.94**

Where a cook or apprentice cook is required to use their own tools, the employer must pay an allowance of **\$2.03 per day or part thereof** up to a maximum of **\$9.94 per week**.

Clause 26.3 **Fork Lift Allowance:**

Pursuant to clause A.2.8, the Fork Lift Allowance only applies to those employees who have a recognised fork lift licence and are engaged **solely** for the purpose of driving a fork lift vehicle.

The application of the forklift allowance varies between full-time, part-time and casual employees. A full-time employee is entitled to receive an 'all purposes' allowance, while part-time and casual employees receive a daily allowance in addition to wages.

An 'all purposes' allowance is an allowance that forms part of the base or ordinary rate of pay for the purposes of calculating penalty rates, overtime and other award entitlements.

Full-time Employees

A forklift driver engaged on a full-time basis must be paid an all purposes allowance of **\$0.42** per hour.

Part-time/ Casual Employees

A fork lift driver engaged on a part-time or casual basis must be paid an additional daily allowance of **\$3.21 per day** (representing 0.3% of the standard weekly rate) up to a maximum of **\$16.03 per week**. This daily allowance is not taken into account in the calculation of part-time or casual fork lift driver wage rates

Clause 26.12 **First Aid Allowance:**

Full-time Employees

A full-time employee who has undertaken a first aid course and who is the holder of a current recognised first aid qualification such as a certificate from the St. John Ambulance

or similar body must be paid an additional allowance of **\$12.82 per week** (representing 1.2% of the standard weekly rate) **if they are appointed by the employer to perform first aid duty.**

Part-time/ Casual Employees

A part-time or casual employee who has undertaken a first aid course and who is the holder of a current recognised first aid qualification such as a certificate from the St. John Ambulance or similar body must be paid an additional allowance of **\$2.56 per day** (representing 0.24% of the standard weekly rate) up to a maximum of **\$12.82 per week if they are appointed by the employer to perform first aid duty.**

Clause 26.14

Split Shift Allowance:

Full-time and part-time employees who work a split shift day shall receive an additional allowance as follows:

\$3.53 per day where the period between the shifts is between 2 and 3 hours (representing 0.33% of the standard weekly rate).

\$5.34 per day where the period between the shifts is more than 3 hours (representing 0.5% of the standard weekly rate).

Clause 26.15

Overnight Stay Allowance:

Where an employee is requested to stay overnight to provide prompt assistance to guests outside ordinary business hours the employee is entitled to be paid an amount of **\$64.10 per night** (representing 6% of the standard weekly rate).

The allowance provides compensation for all work up to one hour's duration only. Any work done in excess of a total of one hour's duration must be paid 150% of employee's ordinary hourly rate.

Any time worked during an overnight stay will not count towards an employee's hours of work or leave accruals and will not be classed as overtime.

FULL-TIME & PART-TIME EMPLOYEES

	Monday – Friday	Saturday	Sunday	Public Holidays
FT/PT	100%	125%	150%	225%
Casual	125%	150%	175%	250%

CLAUSE 29 PENALTY RATES

Clause 29.2 **Penalty Rates Loadings (From 30 June 2019)**

The percentages set out in the table above reflect the minimum applicable penalty rate loadings for work performed on particular days. The actual hourly rates have been calculated and are contained in this guide.

Changes to the Sunday Penalty Rate Loading 2017- 2019

In its decision to reduce the Sunday penalty rate loading from 175% to 150% for full-time and part-time employees, the Fair Work Commission determined that the reduction would be implemented over three years as follows:

1 July 2017:	170%
1 July 2018:	160%
1 July 2019:	150%

IMPORTANT CONTRACTUAL CONSIDERATIONS

Prior to implementing any changes to hourly rates on Sundays and public holidays, employers should consider whether there are any contractual obligations which require them to maintain penalty rate loadings at pre-1 July 2017 levels.

If you are unsure as to whether such obligations may apply, you are encouraged to seek professional advice.

Clause 29.2 **Late night/early morning penalties (Monday to Friday only):**

Work performed between the hours of **7.00pm and midnight** shall be paid an additional **\$2.81 per hour or part hour worked in the penalty period** (representing 10% of the standard hourly rate).

Work performed between **midnight and 7.00am** shall be paid an additional **\$4.22 per hour or part hour worked in the penalty period** (representing 15% of the standard hourly rate).

CLASSIFICATIONS	MON-FRI (100%)	SATURDAY (125%)	SUNDAY (150%)	PUBLIC HOL (225%)	OVERTIME (150%)	OVERTIME (200%)
Introductory Level	24.28	30.35	36.42	54.63	36.42	48.56
Level 1						
Food & Beverage Grade 1 (bar useful)	24.95	31.19	37.43	56.14	37.43	49.90
Guest Service Grade 1 (cleaner)						
Kitchen Attendant Grade 1						
Level 2						
Clerical Grade 1	25.85	32.31	38.78	58.16	38.78	51.70
Cook Grade 1 (breakfast, grill cook)						
Doorperson & Security Officer Grade 1						
Food & Beverage Grade 2 (bar attendant)						
Front Office Grade 1						
Guest Service Grade 2 (room attendant)						
Kitchen Attendant Grade 2						
Leisure Attendant Grade 1						
Gardener Grade 1						
Storeperson Grade 1						
Level 3						
Clerical Grade 2	26.70	33.38	40.05	60.08	40.05	53.40
Cook Grade 2						
Food & Beverage Grade 3 (TAB, pokies)						
Front Office Grade 2						
Guest Service Grade 3						
Handyperson						
Kitchen Attendant Grade 3						
Leisure Attendant Grade 2						
Gardener Grade 2						
Storeperson Grade 2						
Timekeeper & Security Officer Grade 2						
Level 4						
Clerical Grade 3	28.12	35.15	42.18	63.27	42.18	56.24
Cook Grade 3 (commis/qualified chef)						
Food & Beverage Grade 4 (tradesperson)						
Front Office Grade 3						
Guest Service Grade 4						
Leisure Attendant Grade 3						
Gardener Grade 3 (tradesperson)						
Storeperson Grade 3						
Level 5						
Clerical Supervisor	29.88	37.35	44.82	67.23	44.82	59.76
Cook Grade 4 (demi chef, first cook)						
Food & Beverage Supervisor						
Front Office Supervisor						
Guest Service Supervisor						
Gardener Grade 4 (tradesperson)						
Level 6						
Cook Grade 5 (chef de partie)	30.68	38.35	46.02	69.03	46.02	61.36

CASUAL EMPLOYEES						
CLASSIFICATIONS	MON-FRI (125%)	SATURDAY (150%)	SUNDAY (175%)	PUBLIC HOL. (250%)	OVERTIME (150%)	OVERTIME (200%)
Introductory Level	30.35	36.42	42.49	60.70	36.42	48.56
Level 1						
Food & Beverage Grade 1 (bar useful)	31.19	37.43	43.66	62.38	37.43	49.90
Guest Service Grade 1 (cleaner)						
Kitchen Attendant Grade 1						
Level 2						
Clerical Grade 1	32.31	38.78	45.24	64.63	38.78	51.70
Cook Grade 1 (breakfast, grill cook)						
Doorperson & Security Officer Grade 1						
Food & Beverage Grade 2 (bar attendant)						
Front Office Grade 1						
Guest Service Grade 2 (room attendant)						
Kitchen Attendant Grade 2						
Leisure Attendant Grade 1						
Gardener Grade 1						
Storeperson Grade 1						
Level 3						
Clerical Grade 2	33.38	40.05	46.73	66.75	40.05	53.40
Cook Grade 2						
Food & Beverage Grade 3 (TAB, pokies)						
Front Office Grade 2						
Guest Service Grade 3						
Handyperson						
Kitchen Attendant Grade 3						
Leisure Attendant Grade 2						
Gardener Grade 2						
Storeperson Grade 2						
Timekeeper & Security Officer Grade 2						
Level 4						
Clerical Grade 3	35.15	42.18	49.21	70.30	42.18	56.24
Cook Grade 3 (commis/qualified chef)						
Food & Beverage Grade 4 (tradesperson)						
Front Office Grade 3						
Guest Service Grade 4						
Leisure Attendant Grade 3						
Gardener Grade 3 (tradesperson)						
Storeperson Grade 3						
Level 5						
Clerical Supervisor	37.35	44.82	52.29	74.70	44.82	59.76
Cook Grade 4 (demi chef, first cook)						
Food & Beverage Supervisor						
Front Office Supervisor						
Guest Service Supervisor						
Gardener Grade 4 (tradesperson)						
Level 6						
Cook Grade 5 (chef de partie)	38.35	46.02	53.69	76.70	46.02	61.36

MANAGERIAL STAFF (HOTELS)

The following minimum salary options are effective from the first pay period commencing on or after 1 July 2023.

BASE ANNUAL SALARY	LOADED ANNUAL SALARY (125%)
\$60,731.84 per annum	\$75,914.80 per annum

Payment of at least the Loaded Annual Salary will allow access to the Salaries Absorption option pursuant to clause 25 of the HIGA.

APPRENTICES

APPRENTICES (OTHER THAN WAITING)

CLASSIFICATIONS/YEAR	MON-FRI (100%)	SATURDAY (125%)	SUNDAY (150%)	PUBLIC HOL. (225%)	OVERTIME (150%)	OVERTIME (200%)
First Year	15.46	19.33	23.19	34.79	23.19	30.92
Second Year	18.28	22.85	27.42	41.13	27.42	36.56
Third Year	22.49	28.11	33.74	50.60	33.74	44.98
Fourth Year	26.71	33.39	40.07	60.10	40.07	53.42

ADULT APPRENTICES (OTHER THAN WAITING)

CLASSIFICATION/YEAR	MON-FRI (100%)	SATURDAY (125%)	SUNDAY (150%)	PUBLIC HOL. (225%)	OVERTIME (150%)	OVERTIME (200%)
First Year	22.49	28.11	33.74	50.60	33.74	44.98
Second Year	24.28	30.35	36.42	54.63	36.42	48.56
Third Year	24.28	30.35	36.42	54.63	36.42	48.56
Fourth Year	26.71	33.39	40.07	60.10	40.07	53.43

NOTE 1: An apprentice under the age of 18 years shall not be required to work overtime unless he/she consents.

NOTE 2: Adult apprentice wage rates apply to apprentices 21 years of age and over who commence their apprenticeship on or after 1 January 2014.

NOTE 3: Apprentice wage rates may be affected by competency based wage progression. For further details, see clause 19 of the HIGA.

PART 2: JUNIOR WAGE RATES

FULL-TIME AND PART-TIME JUNIORS - ORDINARY & PENALTY RATES (other than office juniors)				
16 YEARS & UNDER	MON – FRI (100%)	SATURDAY (125%)	SUNDAY (150%)	PUBLIC HOLIDAYS (225%)
Introductory Level	12.14	15.18	18.21	27.32
Wage Level 1	12.48	15.60	18.72	28.08
Wage Level 2	12.93	16.16	19.40	29.09
Wage Level 3	13.35	16.69	20.03	30.04
Wage Level 4	14.06	17.58	21.09	31.64
Wage Level 5	14.94	18.68	22.41	33.62
17 YEARS				
Introductory Level	14.57	18.21	21.86	32.78
Wage Level 1	14.97	18.71	22.46	33.68
Wage Level 2	15.51	19.39	23.27	34.90
Wage Level 3	16.02	20.03	24.03	36.05
Wage Level 4	16.87	21.09	25.31	37.96
Wage Level 5	17.93	22.41	26.90	40.34
18 YEARS				
Introductory Level	17.00	21.25	25.50	38.25
Wage Level 1	17.47	21.84	26.21	39.31
Wage Level 2	18.10	22.63	27.15	40.73
Wage Level 3	18.69	23.36	28.04	42.05
Wage Level 4	19.68	24.60	29.52	44.28
Wage Level 5	20.92	26.15	31.38	47.07
19 YEARS				
Introductory Level	20.64	25.80	30.96	46.44
Wage Level 1	21.21	26.51	31.82	47.72
Wage Level 2	21.97	27.46	32.96	49.43
Wage Level 3	22.70	28.38	34.05	51.08
Wage Level 4	23.90	29.88	35.85	53.78
Wage Level 5	25.40	31.75	38.10	57.15

NOTE 1: The reference to Introductory and Levels 1-5 in this table above reflect the **WAGE level** for each classification as per clause 18.1 of the HIGA, not the Grade level of a particular classification.

NOTE 2: If a junior employee is engaged as a liquor service employee (meaning they are employed to sell or dispense liquor), they must be paid the full adult rate of pay.

NOTE 3: Overtime rates may apply in certain circumstances. Please refer to clause 28 of the HIGA for further detail.

CASUAL JUNIORS – ORDINARY & PENALTY RATES (other than office juniors)				
16 YEARS & UNDER	MON – FRI (125%)	SATURDAY (150%)	SUNDAY (175%)	PUBLIC HOLIDAYS (250%)
Introductory Level	15.18	18.21	21.25	30.35
Wage Level 1	15.60	18.72	21.84	31.20
Wage Level 2	16.16	19.40	22.63	32.33
Wage Level 3	16.69	20.03	23.36	33.38
Wage Level 4	17.58	21.09	24.61	35.15
Wage Level 5	18.68	22.41	26.15	37.35
17 YEARS				
Introductory Level	18.21	21.86	25.50	36.43
Wage Level 1	18.71	22.46	26.20	37.43
Wage Level 2	19.39	23.27	27.14	38.78
Wage Level 3	20.03	24.03	28.04	40.05
Wage Level 4	21.09	25.31	29.52	42.18
Wage Level 5	22.41	26.90	31.38	44.83
18 YEARS				
Introductory Level	21.25	25.50	29.75	42.50
Wage Level 1	21.84	26.21	30.57	43.68
Wage Level 2	22.63	27.15	31.68	45.25
Wage Level 3	23.36	28.04	32.71	46.73
Wage Level 4	24.60	29.52	34.44	49.20
Wage Level 5	26.15	31.38	36.61	52.30
19 YEARS				
Introductory Level	25.80	30.96	36.12	51.60
Wage Level 1	26.51	31.82	37.12	53.03
Wage Level 2	27.46	32.96	38.45	54.93
Wage Level 3	28.38	34.05	39.73	56.75
Wage Level 4	29.88	35.85	41.83	59.75
Wage Level 5	31.75	38.10	44.45	63.50

NOTE 1: The reference to Introductory and Levels 1-5 in this table above reflect the **WAGE level** for each classification as per clause 18.1 of the HIGA, not the Grade level of a particular classification.

NOTE 2: If a junior employee is engaged as a liquor service employee (meaning they are employed to sell or dispense liquor), they must be paid the full adult rate of pay.

NOTE 3: Overtime rates may apply in certain circumstances. Please refer to clause 28 of the HIGA for further detail.

FULL-TIME AND PART-TIME JUNIORS – ORDINARY & PENALTY RATES (office Juniors)				
UNDER 16 YEARS	MON – FRI (100%)	SATURDAY (125%)	SUNDAY (150%)	PUBLIC HOLIDAYS (225%)
Wage Level 2	11.63	14.54	17.45	26.17
Wage Level 3	12.02	15.03	18.03	27.05
Wage Level 4	12.65	15.81	18.98	28.46
Wage Level 5	13.45	16.81	20.18	30.26
16 YEARS				
Wage Level 2	14.22	17.78	21.33	32.00
Wage Level 3	14.69	18.36	22.04	33.05
Wage Level 4	15.47	19.34	23.31	34.81
Wage Level 5	16.34	20.54	24.65	36.97
17 YEARS				
Wage Level 2	16.80	21.00	25.20	37.80
Wage Level 3	17.36	21.70	26.04	39.06
Wage Level 4	18.28	22.85	27.42	41.13
Wage Level 5	19.42	24.28	29.13	43.70
18 YEARS				
Wage Level 2	19.39	24.24	29.09	43.63
Wage Level 3	20.03	25.04	30.05	45.07
Wage Level 4	21.09	26.36	31.64	47.45
Wage Level 5	22.41	28.01	33.62	50.42
19 YEARS				
Wage Level 2	23.27	29.09	34.91	52.36
Wage Level 3	24.03	30.04	36.05	54.07
Wage Level 4	25.31	31.64	37.97	56.95
Wage Level 5	26.89	33.61	40.34	60.50

NOTE 1: The reference to Levels 2-5 in this table above reflect the **WAGE level** for each classification as per clause 18.1 of the HIGA, not the Grade level of a particular classification.

NOTE 2: Overtime rates may apply in certain circumstances. Please refer to clause 28 of the HIGA for further detail.

CASUAL JUNIORS – ORDINARY & PENALTY RATES (office Juniors)				
UNDER 16 YEARS	MON – FRI (125%)	SATURDAY (150%)	SUNDAY (175%)	PUBLIC HOLIDAYS (250%)
Wage Level 2	14.54	17.45	20.35	29.08
Wage Level 3	15.03	18.03	21.04	30.05
Wage Level 4	15.81	18.98	22.14	31.63
Wage Level 5	16.81	20.18	23.54	33.63
16 YEARS				
Wage Level 2	17.78	21.33	24.89	35.55
Wage Level 3	18.36	22.04	25.71	36.73
Wage Level 4	19.34	23.21	27.07	38.68
Wage Level 5	20.54	24.65	28.75	41.08
17 YEARS				
Wage Level 2	21.00	25.20	29.40	42.00
Wage Level 3	21.70	26.04	30.38	43.40
Wage Level 4	22.85	27.42	31.99	45.70
Wage Level 5	24.28	29.13	33.99	48.55
18 YEARS				
Wage Level 2	24.24	29.09	33.93	48.48
Wage Level 3	25.04	30.05	35.05	50.08
Wage Level 4	26.36	31.64	36.91	52.73
Wage Level 5	28.01	33.62	39.22	56.03
19 YEARS				
Wage Level 2	29.09	34.91	40.72	58.18
Wage Level 3	30.04	36.05	42.05	60.08
Wage Level 4	31.64	37.97	44.29	63.28
Wage Level 5	33.61	40.34	47.06	67.23

NOTE 1: The reference to Levels 2-5 in this table above reflect the **WAGE level** for each classification as per clause 18.1 of the HIGA, not the Grade level of a particular classification.

NOTE 2: Overtime rates may apply in certain circumstances. Please refer to clause 28 of the HIGA for further detail

PART 3: TRAINEE WAGE RATES

CERTIFICATE I, II & III				
FULL-TIME TRAINEES – ORDINARY & PENALTY RATES				
	MON – FRI (100%)	SATURDAY (125%)	SUNDAY (150%)	PUBLIC HOLIDAYS (225%)
School Leaver: Year 10	10.86	13.58	16.29	24.44
School Leaver: Year 11 Year 10: 1 year out	11.96	14.95	17.94	26.91
School Leaver: Year 12 Year 10: 2 years out Year 11: 1 Year out	14.22	17.78	21.33	32.00
Year 10: 3 years out Year 11: 2 years out Year 12: 1 year out	16.55	20.69	24.83	37.24
Year 10: 4 years out Year 11: 3 years out Year 12: 2 years out	19.26	24.08	28.89	43.34
Year 10: 5 or more years out Year 11: 4 years out Year 12: 3 years out	22.05	27.56	33.08	49.61
PART-TIME TRAINEES – ORDINARY & PENALTY RATES				
School Leaver: Year 10	13.57	16.69	20.36	30.53
School Leaver: Year 11 Year 10: 1 year out	14.95	18.69	22.43	33.64
School Leaver: Year 12 Year 10: 2 years out Year 11: 1 Year out	17.77	22.21	26.66	39.98
Year 10: 3 years out Year 11: 2 years out Year 12: 1 year out	20.69	25.86	31.04	46.55
Year 10: 4 years out Year 11: 3 years out Year 12: 2 years out	24.07	30.09	36.11	54.16
Year 10: 5 or more years out Year 11: 4 years out Year 12: 3 years out	27.57	34.46	41.36	62.03
SCHOOL BASED TRAINEES				
Year 11 or lower	13.57	16.96	20.36	30.53
Year 12	14.95	18.69	22.43	33.64

NOTE 1: Overtime rates may apply in certain circumstances. Please refer to clause 28 of the HIGA for further detail.

CERTIFICATE IV

FULL-TIME TRAINEES

	MON – FRI (100%)	SATURDAY (125%)	SUNDAY (150%)	PUBLIC HOLIDAYS (225%)
School Leaver: Year 10	11.27	14.09	16.91	25.36
School Leaver: Year 11 Year 10: 1 year out	12.41	15.52	18.62	27.93
School Leaver: Year 12 Year 10: 2 years out Year 11: 1 Year out	14.76	18.45	22.14	33.21
Year 10: 3 years out Year 11: 2 years out Year 12: 1 year out	17.18	21.47	25.77	38.65
Year 10: 4 years out Year 11: 3 years out Year 12: 2 years out	19.99	24.99	29.99	44.98
Year 10: 5 years out Year 11: 4 years out Year 12: 3 years out	22.89	28.61	34.33	51.50
Adult wages 21+: 1 st year	22.89	28.61	34.34	51.50
Adult wages 21+: 2 nd year+	23.76	29.70	35.64	53.46

PART-TIME TRAINEES

	MON – FRI (100%)	SATURDAY (125%)	SUNDAY (150%)	PUBLIC HOLIDAYS (225%)
School Leaver: Year 10	14.09	17.61	21.13	31.69
School Leaver: Year 11 Year 10: 1 year out	15.52	19.40	23.28	34.92
School Leaver: Year 12 Year 10: 2 years out Year 11: 1 Year out	18.45	23.06	27.67	41.50
Year 10: 3 years out Year 11: 2 years out Year 12: 1 year out	21.48	26.85	32.21	48.32
Year 10: 4 years out Year 11: 3 years out Year 12: 2 years out	24.98	31.32	37.48	56.22
Year 10: 5 years out Year 11: 4 years out Year 12: 3 years out	28.62	35.77	42.93	64.39
Adult wages 21+: 1 st year	28.62	35.77	42.93	64.39
Adult wages 21+: 2 nd year+	29.69	37.11	44.54	66.80

PART 4: CLASSIFICATION DEFINITIONS

Schedule A: Classification Definitions of the *Hospitality Industry (General) Award 2020* provides a description of the duties of each award classification which assists in determining an employee's applicable rate of pay.

Below is an extract of Schedule A: Classification Definitions from the *Hospitality Industry (General) Award 2020*.

Schedule A—CLASSIFICATION DEFINITIONS

A.1 INTRODUCTORY LEVEL

Introductory level is for an employee who enters the hospitality industry and does not demonstrate the competency requirements of level 1. The employee remains at Introductory level for up to 3 months while undertaking appropriate training and being assessed for competency to move to level 1. At the end of that period, the employee moves to level 1 unless the employee and the employer mutually agree that further training of up to 3 months is required for the employee to achieve the necessary competency.

NOTE: Any disagreement arising from this provision must be dealt with in accordance with clause 40 – Dispute resolution.

A.2 GENERAL CLASSIFICATION DEFINITIONS

A.1.1 Food and beverage stream

Food and beverage attendant grade 1 (wage level 1) means an employee who is engaged in any of the following:

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

Food and beverage attendant grade 2 (wage level 2) means an employee who has not achieved the appropriate level of training and who is engaged in any of the following:

- supplying, dispensing or mixing of liquor including the sale of liquor from the bottle department;
- assisting in the cellar or bottle department;
- undertaking general waiting duties of both food and/or beverage including cleaning of tables;

- receipt of monies;
- attending a snack bar;
- performing delivery duties; and
- taking reservations, greeting and seating guests.

Food and beverage attendant grade 3 (wage level 3) means an employee who, in addition to the tasks performed by a **Food and beverage attendant grade 2**, is engaged in any of the following:

- the operation of a mechanical lifting device;
- attending a wagering terminal, electronic gaming terminal or similar terminal;
- having full control of a cellar or liquor store (including the receipt, delivery and recording of goods within such an area);
- mixing a range of sophisticated drinks;
- training food and beverage attendants of a lower grade; and
- supervising food and beverage attendants of a lower grade

Food and beverage attendant (tradesperson) grade 4 (wage level 4) means an employee who has completed an apprenticeship in waiting 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 (wage 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 for stock control for one or more bars.

A.2.2 Kitchen stream

Kitchen attendant grade 1 (wage level 1) means an employee engaged in any of the following:

- general cleaning duties within a kitchen or food preparation area or scullery, including cleaning cooking and general utensils used in a kitchen or restaurant;
- assisting employees who are cooking;
- assembling and preparing ingredients for cooking;
- general pantry duties.

Kitchen attendant grade 2 (wage 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 (wage 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 classification.

Cook grade 1 (wage level 2) means an employee who is engaged in cooking breakfasts and snacks, baking, pastry cooking or butchering.

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

Cook (tradesperson) grade 4 (wage level 5) means a demi chef or equivalent who has completed an apprenticeship or passed the appropriate trade test and who is engaged to perform general or specialised cooking, butchering, baking or pastry cooking duties or supervises and trains other cooks and kitchen employees.

Cook (tradesperson) grade 5 (wage level 6) means a chef de partie or equivalent who has completed an apprenticeship or passed the appropriate trade test in cooking, butchering, baking or pastry cooking and who performs any of the following:

- general and specialised duties including supervision or training of kitchen employees; or
- ordering and stock control; or
- supervising kitchen employees in a single kitchen establishment.

A.2.3 Guest services stream

Guest service grade 1 (wage level 1) means an employee is engaged in any of the following:

- performing laundry or linen duties including carrying out minor repairs to linen or clothing (for example, buttons, zips or seams) and working with flat materials;
- collecting and delivering guests' personal dry cleaning and laundry, linen and associated materials to and from accommodation areas;
- performing general cleaning duties;
- parking guests' motor vehicles.

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

- servicing and cleaning accommodation areas;
- receiving and assisting guests at the entrance to the establishment;
- driving a passenger vehicle or courtesy bus;
- transferring guests' baggage to and from rooms;
- assisting in the dry cleaning process;
- performing cleaning duties using specialised equipment and chemicals;
- providing butler services such as food, beverage and personalised guest service.

Guest service grade 3 (wage 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 classification;
- providing butler services such as food, beverage and personalised guest service;
- carrying out major repair of linen or clothing including basic tailoring and major alterations and refitting; and
- dry cleaning.

Guest service grade 4 (wage 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 (wage level 5) means an employee who has the appropriate level of training, including a supervisory course, and has responsibility for the supervision, training and co-ordination of employees engaged in a housekeeping department.

Front office grade 1 (wage level 2) means an employee who is engaged as an assistant in front office duties including night auditing, performing duties as a telephonist, receptionist or cashier, providing information services or making reservations.

Front office grade 2 (wage level 3) means an employee who has the appropriate level of training and is in the front office engaged in performing duties including as a telephonist, receptionist or cashier, providing information services or making reservations.

Front office grade 3 (wage level 4) means an employee who has the appropriate level of training and is in the front office engaged in duties including assisting in training and supervising front office employees of a lower classification.

Front office supervisor (wage level 5) means an employee who has the appropriate level of training, including a supervisory course, and has responsibility for the supervision, training and co-ordination of front office employees.

A.2.4 Administration stream

Clerical grade 1 (wage level 2) means an employee who is required to perform basic clerical and routine office duties such as collating, filing, photocopying and delivering messages.

Clerical grade 2 (wage level 3) means an employee who is engaged in general clerical or office duties, such as typing, filing, basic data entry and calculating functions.

Clerical grade 3 (wage level 4) means an employee who has the appropriate level of training and who performs any of the following duties:

- operates a switchboard, paging system and office equipment;
- uses knowledge of keyboard and function keys to enter and retrieve data through a computer terminal;
- copy types at 25 words per minute with at least 98% accuracy;
- maintains mail register and records;
- maintains established paper-based filing or records systems in accordance with set procedures including creating and indexing new files, distributing files within the organisation as requested and monitoring file locations;
- transcribes information into records, completes forms and takes telephone messages;
- acquires and applies a working knowledge of office or sectional operating procedures and requirements;
- acquires and applies a working knowledge of the organisation's structure and personnel in order to deal with inquiries at first instance, locates appropriate staff in different sections, relays internal information, responds to or redirects inquiries and greets visitors;
- keeps appropriate records;

- sorts, processes and records original source financial documents (for example, invoices, cheques and correspondence) on a daily basis; maintains and records petty cash; prepares bank deposits and withdrawals and does banking;

and who has the appropriate level of training and also performs any of the following:

- operates computerised radio telephone equipment, micro/personal computer, printing devices attached to a personal computer or dictaphone equipment;
- produces documents and correspondence using knowledge of standard formats, touch types at 40 words per minute with at least 98% accuracy or audio types;
- uses one or more software application packages developed for a micro/personal computer to operate and populate a database, spreadsheet or worksheet so as to achieve a desired result; graphs previously prepared spreadsheets; uses simple menu utilities of a personal computer;
- follows standard procedures or template for the preceding functions using existing models or fields of information;
- creates, maintains and generates simple reports;
- uses a central computer resource to an equivalent standard;
- uses one or more software packages to create, format, edit, proof read, spell check, correct, print or save text documents, for example, standard correspondence and business documents;
- takes shorthand notes at 70 wpm and transcribes with at least 95% accuracy;
- arranges travel bookings and itineraries, makes appointments, screens telephone calls, follows visitor protocol procedures, establishes telephone contact on behalf of an executive;
- applies a working knowledge of the organisation's products or services, functions, locations and clients;
- responds to and acts on most internal or external inquiries in their own function area;
- uses and maintains a computer-based record management system to identify, access and extract information from internal sources; maintains circulation, indexing and filing systems for publications, reviews files, closes files or archives files;
- maintains financial records and journals, collects and prepares time and wage records; prepares accounts queries from debtors; posts transactions to ledger.

Clerical supervisor (wage level 5) means an employee who has the appropriate level of training, including a supervisory course, and who co-ordinates other clerical staff.

A.2.5 Security stream

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

Timekeeper/security officer grade 2 (wage level 3) means a person who is responsible for the timekeeping of employees, for the security of keys, for the checking in and out of delivery vehicles or the supervision of doorperson/security officer grade 1 employees.

A.2.6 Leisure activities stream

Leisure attendant grade 1 (wage level 2) means a person who acts as an assistant instructor or pool attendant or is responsible for the setting up, distribution and care of equipment and the taking of bookings.

Leisure attendant grade 2 (wage level 3) means a person who has the appropriate level of training and takes classes or directs leisure activities such as sporting areas, health clubs and swimming pools.

Leisure attendant grade 3 (wage level 4) means a person who has the appropriate level of training and who plans and co-ordinates leisure activities for guests and may supervise other leisure attendants.

A.2.7 Stores stream

Storeperson grade 1 (wage level 2) means an employee who receives and stores general and perishable goods and cleans the store area.

Storeperson grade 2 (wage level 3) means an employee who, in addition to the duties for a storeperson grade 1, may also operate mechanical lifting equipment such as a fork-lift or who may perform duties of a more complex nature.

Storeperson grade 3 (wage level 4) means an employee who has the appropriate level of training and who:

- implements quality control techniques and procedures;
- understands and is responsible for a stores or warehouse area or a large section of such an area;
- has a highly developed level of interpersonal and communications skills;
- is able to supervise and provide direction and guidance to other employees, including the ability to assist in the provision of on-the-job training and induction;
- may exercise skills attained through the successful completion of an appropriate warehousing certificate;
- may perform indicative tasks at this level such as:
- liaising with management, suppliers and customers with respect to stores operations; and
- detailing and co-ordinating activities of other storepersons and acting in a leading hand capacity for more than 10 storepersons;
- maintaining control registers including inventory control and being responsible for the preparation and reconciliation of regular reports on matters such as stock movements or dispatches;
- supervising the receipt and delivery of goods, recording outgoing goods or being responsible for the contents of a store.

A.2.8 Maintenance and trades—other than the cooking trade

Handyperson (wage level 3) means a person who is not a tradesperson and whose duties include performing routine repair work and maintenance in and about the employer's premises.

Fork lift driver (wage level 3) means an employee who has a recognised fork-lift licence and who is engaged solely to drive a fork-lift vehicle.

NOTE: Employees who operate a fork-lift as only part of their duties will be paid at the level 3 classification rate in clause 18 – Minimum rates.

Gardener grade 1 (wage level 2) means an employee primarily engaged in the following activities:

- keeping areas clean and tidy;
- weeding and watering;
- trimming or mowing surrounds or similar areas with hand implements;
- assisting in preparing areas for play;
- assisting in course or green maintenance and construction;
- operating a limited range of vehicles, including motor vehicles;
- performing non-trade tasks incidental to the employee's work.

Gardener grade 2 (wage level 3) means an employee who is engaged in any of the following activities in addition to the work of grade 1:

- operating and carrying out minor maintenance of motorised equipment under supervision, other than machinery or equipment requiring the holding of specialised licences;
- assisting in the maintenance, renovation and reconstruction of greens and fairways, or the maintenance of playing surfaces, including mowing, rolling, top dressing, seeding, turfing and sprigging, fertilising under supervision, planting and maintenance of trees or pruning under supervision;
- applying fertilisers, fungicides, herbicides and insecticides under general supervision;
- performing gardening duties including planting and trimming trees, sowing, planting and cutting grass, and watering plants, gardens, trees, lawns and displays;
- carrying out routine maintenance of turf, synthetic, artificial or other surfaces for play;
- completing basic records;
- assisting in the construction and installation of facilities and systems;
- performing tasks incidental to the employee's work;
- handyperson duties;
- supervising gardeners of a lower classification.

Gardener grade 3 (wage level 4) means an employee who has completed trade or equivalent qualifications and undertakes one or more of the following duties (including non-trade tasks incidental to the employee's work):

- operating, maintaining and adjusting machinery as appropriate;
- cleaning machinery and inspecting machinery after each use and reporting any problems to a management employee;
- applying fertilisers, fungicides, herbicides and insecticides as directed by a management employee;
- preparing turf, synthetic, artificial or other surfaces for play;
- maintaining and repairing vehicles or motor engines;
- carrying out repairs and minor renovation work;
- the formation and maintenance of all gardens, lawns and greens;
- the planting, maintenance and care of trees;
- training and supervision of employees of a lower classification, including apprentices.

Gardener grade 4 (tradesperson) (wage level 5) means an employee who has satisfactorily attained the appropriate level of training at trade or the equivalent level, together with the additional requirements in supervision or other appropriate specialist modules. In addition to the duties of levels 1 to 3, the employee is also engaged in the following activities:

- supervising and training employees of a lower classification, including tradespersons;
- presenting written or oral reports, including budgets;
- carrying out general liaison with management;
- performing activities requiring application of specialist skills.

A.2.9 Managerial staff (Hotels)

For the purpose of this additional classification, **hotels** means hotels, resorts, casinos, taverns, wine saloons, wine and spirit merchants retailing to the general public and other retail licensed establishments in or in connection with accommodation, with the selling of drinks, preparing and serving food and drinks, cleaning and attending to the premises and all other services associated therewith.

In this additional classification, **hotel manager** means an employee (however designated) who:

- under the direction of senior management is required to manage and co-ordinate the activities of a relevant area or areas of the hotel; and
- directs staff to ensure they carry out their duties in the relevant area or areas of the hotel; and
- implements policies, procedures and operating systems for the hotel;

but excludes an employee who is employed to undertake the duties of senior management, responsible for a significant area of the operations of one or more hotels. Indicative position titles for such an employee include:

- Company secretary;
- Chief accountant;

- Personnel or human resources manager;
- Financial controller;
- Industrial relations manager;
- Venue manager;
- General/hotel manager;
- Executive assistant manager;
- Regional manager; or
- a Manager to whom any of those positions report or are responsible.

An employee appointed as a Manager will have completed an appropriate level of training in business management or have relevant industry experience including the supervision of staff in one or more areas of an hotel. In a General Hotel, this classification is commonly known as an Assistant manager. In an Accommodation Hotel, this classification may include any of the following positions: Duty manager; Assistant food and beverage manager; Assistant rooms division manager; Assistant front office manager or equivalent position.

This additional classification does not apply to:

- Any hotel manager who is an employee of a proprietary or private company (within the meaning of the Corporations Law) where the Hotel Manager holds sufficient number of shares to entitle the Hotel Manager to voting control at general meetings of the company; or
- Any hotel manager who is the senior partner of a partnership or has at least 49% of that partnership; or
- A parent, spouse or de facto partner, son or daughter of a hotel manager excluded from the additional classification by this paragraph.