

# MAKERS OF EVERYONE'S DAY.

Love that feeling you get when you make someone's day? Enjoy bringing a helping hand and the personal touches that turn the everyday little things into smile-raising experiences? Like meeting new people from different walks of life and cultures? Are you warm and energetic with a keen eye for detail? And does the flexibility of working shifts, late nights or early mornings appeal to you? Yes?

THEN PUT FRONT OF HOUSE TOP OF YOUR LIST.

## ♥ LOVE

Meeting and greeting people  
Food, drink and hospitality  
Putting smiles on faces  
Looking out for others  
Teamwork

## 👤 STRENGTHS

Warm and welcoming  
Attentive  
Attention to detail

## ✓ PREFER

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

## 👎 DEAL BREAKERS

Working alone

## WHERE COULD YOUR SMILE-RAISING SKILLS TAKE YOU?

When you enter Front of House you can put yourself front and centre as the face of the hotel or resort reception, the bar or restaurant, café or bistro. You can master that fine art of making the best start to everyone's day as a barista. Help arriving guests feel at home, find their way, discover the best local experiences and flavours, or the perfect food and wine pairings. Or you can bring creativity and a little theatre to the bar, pouring, mixing and serving the perfect end to the day.

- Restaurants, bistros and cafes
- Bars, wineries and breweries
- Hotels, resorts and conference centres
- Theatres, sporting venues and tourist attractions





## BRING THE FLAVOURS, WITH CREATIVITY AND A LITTLE THEATRE.

### WAITER

- Delivering a smooth and friendly table service for food and drinks
- Providing advice on local flavours, the chef's specials and food and beverage matching

### BARTENDER

- Delivering a smooth, clean and friendly bar service with advice on local wines and spirits
- Creating flavours and theatre with mixers and cocktails

### SOMMELIER

- Helping guests order drinks, discover new flavours and pair their food and wine
- Providing expert advice on Australian and imported wines, as well as beers, spirits and liqueurs

### BARISTA

- Creating and serving coffees and beverages to everyone's tastes and preferences
- Keeping the coffee machine and serving space clean and working like a dream

## LEAD THE WAY TO A GREAT STAY.

### RECEPTIONIST

- Welcoming guests and maintaining exceptional customer service from booking to departure
- Ensuring a smooth and timely response to guest reservations, enquiries and feedback

### CONCIERGE/PORTER

- Helping guests park their car, find their room, settle in and find all the facilities they need
- Sharing local knowledge, arranging transport and helping guests make the most of their stay

## WHERE TO FROM HERE? EXPLORE YOUR PATHWAYS.

### VOCATIONAL TRAINING

- Certificate II in Hospitality (Code: SIT20316)
- Certificate III in Hospitality (Code: SIT30616)
- Certificate III in Hospitality - Restaurant Front of House (Code: SIT30716)
- Certificate IV in Hospitality (Code: SIT40416)
- Diploma in Hospitality Management (Code: SIT50416)
- Advanced Diploma in Hospitality Management (Code: SIT60316)

### 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

### 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.

- Hospitality Operation – Certificate II in Hospitality (Code: SIT20316)
- Hospitality Operation – Certificate III in Hospitality (Code: SIT30616)
- Accommodation Services – Certificate III in Hospitality (Code: SIT30616)
- Food and Beverage – Certificate III in Hospitality (Code: SIT30616)
- General front of House/Restaurant Front of House – Certificate III in Hospitality (Code: SIT30716)
- Supervision – Certificate IV in Hospitality (Code: SIT40416)

WANT TO EXPLORE MORE?  
HEAD TO [HTTP://THECAREERS.GUIDE/](http://thecareers.guide/)