

HIP

Hospitality Worker Starter Pack

A practical guide for people working in hospitality

Your thank-you for taking part in the HIP hospitality worker survey.
Free to keep, print and fill in.

INSIDE

1	Your hospitality skills are worth more than you may think	3
2	Possible hospitality career pathways	4
3	Skills and training checklist	5
4	Hospitality resume upgrade sheet	6
5	Interview preparation sheet	7
6	Know your value self-check	8
7	What makes a good hospitality workplace?	9
8	Future HIP hospitality worker benefits	10
9	Your next step	11

START HERE

Welcome

Thank you for taking part in the HIP hospitality worker survey.

Hospitality is built by people, from casuals on their first shift to people who've run venues for years. You're the ones who keep venues moving every day.

This starter pack is a practical thank-you for sharing your views. It's here to help you think about your skills, your career options, training and your value in the industry.

We hope it helps you feel more informed, more confident and more recognised.

Print it and fill it in, or just read the parts you need.

About HIP

Hospitality International Partners Pty Ltd, known as HIP, is building hospitality intelligence, practical resources and partnership pathways for the Australian hospitality industry.

HIP Daily News is the publishing arm of HIP, created to help hospitality operators, suppliers and workers understand the pressures, trends and opportunities shaping the industry.

The HIP hospitality worker survey is part of a broader research project. It looks at what people enjoy about hospitality, what makes the work difficult, and whether industry-supported benefits could help hospitality workers feel more valued.

Important note

This starter pack is general information only.

It is not employment advice, legal advice, financial advice, training advice or a guarantee of career outcomes.

Always check the workplace, training and legal requirements for your own situation, role, state or territory.

1 Your hospitality skills are worth more than you may think

Many hospitality workers underestimate the skills they build every day.

Working in hospitality often develops practical skills that are useful across many industries, not just cafes, restaurants, hotels or bars.

Skills you may already be building

Tick the skills you use regularly:

- | | |
|--|--|
| ☐ Customer service | ☐ Communication |
| ☐ Teamwork | ☐ Time management |
| ☐ Problem-solving | ☐ Handling pressure |
| ☐ Conflict management | ☐ Sales and upselling |
| ☐ Food and beverage knowledge | ☐ Cleaning and presentation standards |
| ☐ Cash handling or POS use | ☐ Opening and closing procedures |
| ☐ Stock control | ☐ Guest experience |
| ☐ Training newer staff | ☐ Working safely |
| ☐ Managing busy periods | ☐ Staying calm with difficult customers |
| ☐ Reliability and punctuality | ☐ Leadership or supervision |

Quick reflection

What are three things people rely on you for at work?

1 _____

2 _____

3 _____

What is one skill you have improved in the last year?

2 Possible hospitality career pathways

Hospitality does not have only one career path. People often move sideways, upwards, or into related industries. Below are common pathways.

 Cafe	 Restaurant	 Kitchen	 Bar	 Hotel and accommodation
ENTRY ROLES • Cafe all-rounder • Food runner • Dish hand • Junior barista • Counter service	ENTRY ROLES • Wait staff • Food runner • Kitchen hand • Host • Bar support	ENTRY ROLES • Kitchen hand • Prep assistant • Apprentice chef • Cook	ENTRY ROLES • Glassy • Bar back • Junior bartender • Floor staff	ENTRY ROLES • Housekeeping • Reception • Food and beverage attendant • Porter • Guest services
NEXT STEPS • Barista • Senior barista • Shift leader • Cafe supervisor • Assistant manager	NEXT STEPS • Section waiter • Senior waiter • Bartender • Supervisor • Assistant manager	NEXT STEPS • Commis chef • Chef de partie • Sous chef • Head chef	NEXT STEPS • Bartender • Senior bartender • Cocktail bartender • Bar supervisor	NEXT STEPS • Front office supervisor • Reservations staff • Duty manager • Housekeeping supervisor • Food and beverage supervisor
LONGER-TERM OPTIONS • Cafe manager • Multi-site manager • Coffee trainer • Roastery role • Wholesale coffee representative • Cafe owner/operator	LONGER-TERM OPTIONS • Restaurant manager • Functions manager • Venue manager • Group operations role • Hospitality trainer • Owner/operator	LONGER-TERM OPTIONS • Executive chef • Catering manager • Food product development • Kitchen trainer • Food business owner	LONGER-TERM OPTIONS • Bar manager • Venue manager • Beverage manager • Brand representative • Events and functions manager	LONGER-TERM OPTIONS • Department manager • Operations manager • General manager • Revenue or reservations manager • Accommodation business owner/operator

Venues name roles differently, and plenty of people skip a step or move sideways. Use these as a rough map, not a rulebook.

3 Skills and training checklist

Training does not always need to be expensive or complicated. Sometimes the most valuable step is knowing what skills will help you move forward.

Common hospitality training areas

Tick any that may be useful for your future:

- | | |
|---|---|
| ☐ RSA / responsible service training | ☐ Food safety |
| ☐ Barista skills | ☐ Coffee knowledge |
| ☐ Cocktail or bar training | ☐ Wine, beer or beverage knowledge |
| ☐ Customer service | ☐ Conflict handling |
| ☐ First aid | ☐ Manual handling |
| ☐ Workplace safety | ☐ POS systems |
| ☐ Stock control | ☐ Opening and closing procedures |
| ☐ Leadership basics | ☐ Supervisor training |
| ☐ Rostering basics | ☐ Cost control basics |
| ☐ Communication skills | ☐ Hotel front office systems |
| ☐ Housekeeping standards | ☐ Event and function service |
| ☐ Career planning | |

Check your state. RSA and food safety requirements differ by state and territory, so check your local rules before you book a course.

Choose your next skill

What is one skill that would help you most in the next 6 months?

Why would this skill help?

How could you start learning it?

- | | | |
|--|--|---|
| ☐ Ask your manager | ☐ Ask a senior staff member | ☐ Search for a short course |
| ☐ Watch practical tutorials | ☐ Practise at work | ☐ Ask for extra responsibility |
| ☐ Other: _____ | | |

4 Hospitality resume upgrade sheet

Hospitality workers often undersell their experience.

Instead of describing only the task, describe the responsibility, pressure and value behind the task.

Example 1 Cafe	BASIC VERSION Worked in a cafe.	STRONGER VERSION Opened the cafe on my own three mornings a week. Set up the counter, ran the till and had everything ready before the 7am rush.
Example 2 Barista	BASIC VERSION Made coffee.	STRONGER VERSION Made 250+ coffees each morning on a two-group machine and trained two new juniors.
Example 3 Floor	BASIC VERSION Took orders.	STRONGER VERSION Looked after a 12-table section on weekends. Wrote every allergy and dietary request on the docket so the kitchen got it right the first time.
Example 4 Kitchen	BASIC VERSION Worked in a kitchen.	STRONGER VERSION Did veg and sauce prep for 100-cover dinners, rotated stock and kept the cool room labelled and dated.
Example 5 Supervisor	BASIC VERSION Worked as a supervisor.	STRONGER VERSION Ran Friday and Saturday close for a team of six. Did the cash-up and sorted out most complaints before they needed the manager.

These are made-up examples to show the idea. Use your own details, and only numbers you can back up.

Build your own stronger resume line

My role: _____

What I actually do:

The pressure or responsibility involved:

Stronger resume line:

5 Interview preparation sheet

Hospitality interviews are often practical. Employers want to know if you are reliable, can handle pressure, work with others and look after customers.

Common hospitality interview questions

Prepare short answers for these:

1 Why do you want this role?

2 What hospitality experience do you have?

3 How do you handle difficult customers?

4 How do you manage pressure during busy periods?

5 What does good customer service mean to you?

6 Are you available for weekends, nights or public holidays?

7 What are your strengths?

8 What would you like to improve?

Questions you can ask an employer

A job interview should also help you understand the workplace. You may want to ask:

? What does a typical shift look like?

? What training is provided?

? How are rosters usually organised?

? What qualities do your best staff have?

? How busy does the venue get at peak times?

? What career progression is available?

? How does the team communicate during service?

? What are the expectations for this role in the first month?

6 Know your value self-check

This section helps you think about the value you bring to a workplace.

What do you do well?

Tick any that apply:

- | | |
|--|--|
| ☐ I stay calm under pressure | ☐ I am reliable |
| ☐ I am good with customers | ☐ I support my team |
| ☐ I learn quickly | ☐ I keep things clean and organised |
| ☐ I communicate well | ☐ I notice problems early |
| ☐ I help new staff | ☐ I know the regular customers |
| ☐ I understand the menu or products | ☐ I can handle busy shifts |
| ☐ I can work independently | ☐ I care about doing the job properly |

Your strongest work qualities

My top three work strengths are:

- 1 _____
- 2 _____
- 3 _____

What others may rely on you for

People at work rely on me for:

- _____
- _____
- _____

What you want next

In the next 12 months, I would like to:

- | | |
|--|--|
| ☐ Build more confidence | ☐ Learn a new skill |
| ☐ Move into a better role | ☐ Earn more |
| ☐ Get more stable hours | ☐ Become a supervisor |
| ☐ Move into management | ☐ Change venue type |
| ☐ Stay in hospitality but find a better workplace | ☐ Move out of hospitality |
| ☐ Start my own business one day | ☐ Other: _____ |



Check your pay

Pay rates change, usually every year, so don't rely on what a workmate says. Use the **Fair Work Ombudsman Pay Calculator**, part of its Pay and Conditions Tool at calculate.fairwork.gov.au. Pick your award, your level and your employment type, and it shows the current minimums.

Most hospitality roles sit under the **Hospitality Industry (General) Award** or the **Restaurant Industry Award**. Some venues use an enterprise agreement. Your payslip should say which applies.

Unpaid trials beyond a short, supervised demonstration of your skills are generally not allowed. If you're asked to work for free, read Fair Work's page on [unpaid trials](#) first.

Something doesn't look right? Call the Fair Work Infoline on **13 13 94** or go to fairwork.gov.au.

7 What makes a good hospitality workplace?

A good hospitality workplace is not only about pay. Pay matters, but workers also value respect, training, communication and fairness.

Signs of a healthier workplace

- ✓ Staff know what is expected
- ✓ Busy periods are planned properly
- ✓ Managers communicate respectfully
- ✓ Customer problems are handled professionally
- ✓ Safety and cleanliness are taken seriously
- ✓ Experienced staff are not overloaded every shift
- ✓ Rosters are communicated clearly
- ✓ New staff are trained
- ✓ Good work is recognised
- ✓ Staff are not constantly left short
- ✓ People can ask questions without being embarrassed
- ✓ There is some pathway to learn or progress

Your workplace reflection

What is one thing your current or most recent workplace does well?

What is one thing that could be improved?

What would make you feel more respected at work?

IDEAS WE'RE TESTING

8

Future HIP hospitality worker benefits

Nothing here is on offer yet. These are ideas we're testing, and your answers help decide which are worth building.

HIP is exploring whether hospitality workers would value benefits from participating venues, suppliers and industry partners. Think of it as staff recognition, not a membership.

The idea: the industry recognising the people who keep it running.

Ideas on the list so far

Free or discounted coffee

Discounted meals

Training discounts

Short course offers

Hospitality event access

Career resources

Recognition rewards

Workwear or shoe discounts

Wellbeing offers

Industry updates

Local partner benefits

This is still being researched and developed. The HIP hospitality worker survey is one way to find out what workers would actually value.

What would you value most?

My top three preferred benefits would be:

- 1

- 2

- 3

9 Your next step

Choose one practical action from this starter pack.

This week, I will:

- | | |
|---|--|
| ☐ Update my resume | ☐ Write down my strongest work skills |
| ☐ Look up one training option | ☐ Ask about learning a new task at work |
| ☐ Prepare for a job interview | ☐ Think about my next hospitality role |
| ☐ Talk to someone about career progression | ☐ Other: _____ |

My action:

When I will do it: _____

Thank you

Thank you for being part of the hospitality industry and for sharing your views with HIP.

Your feedback helps build a clearer picture of what hospitality workers enjoy, what pressures they face and what kind of support or benefits may be useful in the future.

Hospitality International Partners Pty Ltd

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