

START SOMETHING SPECTACULAR!

CAREERS IN HOSPITALITY – FOOD SERVICE MANAGER

Food service managers plan, organise and control the operation of establishments where food and beverages are served, such as restaurants, cafes, cafeterias and canteens.

Duties and Tasks

A food service manager may perform the following tasks:

- talk with the chef to plan the menu
- supervise the purchase and storage of food
- supervise provision of all crockery, cutlery, detergents and kitchenware
- make sure there is adequate security for food and equipment
- keep records of payments and expenses
- plan, coordinate and supervise the activities of workers in dining rooms, kitchens, bars and other areas
- manage staff hiring and rostering
- provide some staff training
- discuss catering arrangements with clients
- make sure that the dining rooms, kitchen, storage facilities and other work areas are kept clean and conform to the sanitary regulations
- attend to complaints concerning food and service.

Work Conditions

Food service managers spend most of their time in the dining area and in the kitchen. Most of the time is spent on their feet. They often work in the evenings and on weekends and on public holidays.

The work can be tiring, and involve long hours, and it may be stressful, particularly at peak hours of the day.

There is a high level of customer contact involved, and the job may involve dealing with difficult customers and complaints.

Personal Requirements

- willing and able to work for long hours, on shifts, and on public holidays and weekends
- good communication and organisation skills
- able to remain calm and in control in difficult situations
- able to work as part of a team

Education/Training

There is no specific requirement to have formal qualifications to work as a food service manager. However, there are formal qualifications available, and these may assist you in gaining employment and advancing within the industry.

Diploma of Hospitality Management provides the skills required to work as a manager in the hospitality industry
Advanced Diploma of Hospitality Management provides the skills required to work as a senior manager in the hospitality industry

Most restaurant/catering managers are also expected to have a significant level of experience in the hospitality industry, and many people work their way up through the industry.

Employment Opportunities

It is a large occupation with good job prospects.

Growth in the tourism and hospitality industries indicates that there will probably be increased demand for good staff. Positions tend to be filled by promoting an experienced person from within. Self-employment is possible.

People who intend to run their own business are advised to gain several years of experience, both on the job and by completing an appropriate qualification. The costs to purchase or establish your own business are high, so you will need a significant amount of capital.

For more information

Career Gateway www.careergateway.serviceskills.com.au	Career Gateway helps parents and career advisors, employers and students with career information
Australian Job Outlook www.jobsearch.gov.au	Australian government website that provides information on job prospects, weekly earnings, type of work and other useful occupational information.
Wagenet www.wagenet.gov.au	The aim of this site is to help you find information about wages and conditions of employment.
Year 12 What Next? www.year12whatnext.gov.au	Australian government website designed to help Year 12 students plan their post school education and training
My Future www.myfuture.edu.au	Australian government website containing comprehensive career information.
My Hospitality www.myhospitality.com.au	Free Australian hospitality industry and trade directory, employment provider and information source