

START SOMETHING SPECTACULAR!

CAREERS IN HOSPITALITY – HOTEL SERVICE SUPERVISOR

Hotel service supervisors coordinate and supervise the activities of hotel service workers including domestic staff, luggage porters and doorpersons.

Duties and Tasks

Hotel service supervisors may perform the following tasks:

- determine work requirements and allocate duties to domestic housekeepers, luggage porters and doorpersons
- talk to managers to coordinate activities with other organisational units
- maintain attendance records and rosters
- explain and enforce safety regulations
- oversee the work of the unit and suggest improvements and changes
- talk to workers to resolve problems
- perform front office and reception duties
- perform the tasks of a domestic housekeeper, luggage porter or doorperson.

Work Conditions

Hotel service supervisors often work evenings, weekends and public holidays. In some hotels and motels, the hotel service supervisor may work mostly behind the scenes. In an international standard hotel, however, they are likely to have a high level of contact with the public and may have to deal with difficult guests and be on call if major problems arise.

Personal Requirements

- interested in working with people
- friendly, helpful and patient
- able to assist guests with a limited understanding of English
- good communication skills
- good interpersonal skills
- good organisational skills
- able to record information accurately
- able to work as part of a team
- able to project a professional manner at all times
- able to stay calm in difficult situations

Education and training

Hotel service supervisors would generally be expected to be experienced employees with a strong background in front office operations. There is no specific requirement to have formal qualifications to work as a service supervisor, but there are formal qualifications available, and these may assist you in gaining employment and advancing within the industry.

To be a qualified service supervisor, you should have a minimum of a Certificate IV in Hospitality (Supervision). You can specialise through electives in whatever best meets your job needs.

The Certificate IV in Hospitality (Supervision) provides the skills required to work as a service supervisor.

The Diploma of Hospitality Management provides the advanced skills required to supervise a large department or the services of a small hotel, motel or restaurant. Other qualifications are available to help service supervisor's move forward into further management positions.

The Advanced Diploma of Hospitality Management provides the advanced management skills for those who are interested in managing a hotel, heading up a large department or owning their own business.

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