# WORK EXPERIENCE IN THE ACCOMMODATION AND FOOD SERVICES

This module is about the Accommodation and Food Services Industry. This industry is also called the Visitor Economy. It has been prepared to support teachers develop lessons for students with disabilities who will be undertaking work experience in this industry. The module provides information on occupational health and safety for this industry.

While undertaking work experience, students learn primarily through observing and assisting with simple tasks. They **MUST** **NOT** undertake activities that require extensive training or experience, or expose them, or others in the workplace, to unreasonable risks to health and safety.

Before commencing preparation of students with disabilities for work experience, teachers should review the Occupational Health and Safety requirements as outlined in the Work Experience Manual for Victorian Secondary Schools.

<https://www.education.vic.gov.au/Documents/school/teachers/teachingresources/careers/work/wemanualrev.pdf>

## Key messages:

* Work experience is about observing the world of work in action
* Students on work experience must be under supervision at all times
* Students must complete A Job Well Done modules before undertaking work experience

## General Information about the Accommodation and Food Services industry

The Accommodation and Food Services industry provides people with places to stay, and places to have food and beverages. Examples include hotels, youth hostels, apartment suites, motels, cafes, bars and restaurants.

It is a growing industry and there are many job opportunities in the Accommodation and Food Services industry with different entry level skill requirements. Work in this industry can be full-time or part-time.

## Jobs in the Accommodation and Food Services industry

* Kitchen hand
* Cleaner
* Receptionist
* Chef
* Food delivery driver
* Waiter
* Hotel Manager
* Hotel Housekeeping
* Fast food worker
* Cafe and restaurant manager
* Barista
* Cafe worker.

Further information on the types of occupations in this industry can be found on Job Outlook - <https://joboutlook.gov.au/Default.aspx>

## What can students do to stay safe at work in the Accommodation and Food Services industry?

Injuries can happen in the Accommodation and Food services industry if adequate care is not taken. Students must follow work instructions safely and should not put themselves or others at risk.

To stay safe students with disabilities must:

* be under supervision at all times
* have proper training before undertaking simple tasks
* speak to their supervisor if they are unsure about how to perform a task safely
* have clear instructions about safety procedures
* be familiar with what to do in an emergency.

## Lifting and moving Items (Manual Handling)

Students must follow safety procedures when lifting and moving items in the workplace. Manual handling is work that involves carrying, pushing, pulling, lifting, or moving something. Examples of these tasks are:

* lifting boxes
* making beds
* placing items on shelves
* pushing laundry trolleys
* cleaning
* carrying trays
* vacuuming.

Injuries from lifting heavy items can cause serious damage.

To stay safe students need to:

* have clear instructions from their supervisor on how to be safe at work
* know the correct lifting procedures
* know how to split large loads into smaller loads and not carry everything at one time
* know how to use a trolley to move large items
* place items on a bench so they don’t need to bend down to use it
* take rest breaks to prevent muscle strain and feeling tired
* know how to speak to their supervisor if they are unsure of how to do a task safely.

## Slips, Trips and Falls

Slips, trips and falls are very common injuries in the Accommodation and Food Services industry. Most injuries can happen in the kitchen because floors can become slippery when they are wet or if liquid, grease or food from the kitchen spills on the floor. Workers can also trip over or bump into items such as boxes, bins or cartons which are left on the floor where people need to walk.

Injuries from slips, trips and falls can involve sprains, bruises, broken bones, fractures, cuts and back injury.

To stay safe students need to:

* follow all safety instructions and ask their supervisor if they are unsure of how to do a task
* wear shoes which are comfortable, have rubber non-slip soles and are in good condition
* let their supervisor know straight away if there is a spill on the floor.

## Machinery and Equipment

Students undertaking work experience **MUST NOT** use machinery or equipment as outlined in the Work Experience Manual. Please note that the list in the manual is not exhaustive and students must never use any machinery or equipment that:

* pose an unacceptable risk to the health and safety of the student, or
* require extensive training or experience to use safely.

There are many types of machinery and equipment used in the Accommodation and Food Services industry. These can be used in the kitchen for cleaning.

Some machines and equipment in the kitchen include:

* slicers
* mincers
* mixers
* food processors
* dough mixing machines
* wrapping and packing machines
* floor polishers
* vacuum cleaners
* washing machines
* dryers
* pressure washers
* steam cleaners.

Injuries from use of machinery and equipment can be very serious.

To stay safe students need to follow all safety instructions and ask their supervisor if they are unsure of how to complete tasks

## Electricity

Students undertaking work experience **MUST NOT** be asked to do any electrical work or repairs while on work experience.

The Accommodation and Services industry uses electrical power. Electrical cords are attached to kitchen appliances such as food processors and slicers, and for cleaning equipment such as vacuum cleaners and washing machines.

Damaged electrical cords, faulty appliances and equipment, stretched cords and water leaking onto electrical equipment can be very unsafe.

Injuries from damaged electrical equipment are very serious and include electric shock.

To stay safe students need to:

* always follow clear instructions from their supervisor
* make sure they do not use machinery or tools, computers are permitted
* know how to speak to their supervisor if they are unsure about a simple task.

## Poisons and Dangerous Materials

The Accommodation and Services industry use many different products for cleaning and maintenance. Poisons are often called Hazardous Substances. Common examples of these are cleaning chemicals, detergents and polishes. These can cause serious dangers to your health.

Students undertaking work experience **MUST NOT** handle chemicals or poisons while on placement.

To stay safe students need to:

* always follow clear instructions from their supervisor if they are unsure of how to do a task
* wear appropriate and safety attire to prevent contact with poisons or hazardous substances such as gloves.

## Heat Stress

A person can suffer from heat stress when they are in the sun, however this can also occur when a person is working indoors. In the Accommodation and Food Services industry, areas such as the kitchen or laundry can cause heat stress.

In the kitchen, there can be high temperatures and humidity coming from the ovens and stoves, and the food serving area. In the laundry the clothes dryers release hot air into the room.

Heat stress can cause:

* discomfort
* fatigue
* inattentiveness
* muscle cramps
* dehydration
* heat stroke.

To stay safe students need to:

* make sure they drink lots of water
* wear suitable clothing and wear a hat if they are outdoors
* have a rest in a cool area
* tell their supervisor straight away if they feel unwell or it is too hot for them.

## Burns and Cuts

Burns and cuts are common in the Accommodation and Food Services industry and can cause serious injuries.

Burns and cuts are can be caused when:

* cooking
* using steam irons
* using cleaning chemicals
* serving food and drinks
* using knives
* using scissors
* using food processors.

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* pose an unacceptable risk to the health and safety of the student, or
* require extensive training or experience to use safely.

To stay safe students need to:

* Be under supervision at all times when completing simple tasks
* Follow clear instructions from their supervisor when working in the kitchen or laundry.

## Noise

In the Accommodation and Food Services industry, noise can come from many areas such as fans in the kitchen, pressure cleaners, washing machines and vacuum cleaners.

Loud and constant noise in the workplace can cause partial hearing loss, tinnitus which means ringing in the ears, or permanent hearing loss.

To stay safe students, need to tell their supervisor if noise from the workplace is too loud for them.

## Cash handling and Opening and Closing procedures

Cash handling means money is exchanged for goods in the workplace. In the Accommodation and Food Services industry this could be in a restaurant or café when people pay for what they buy or at the reception of a hotel to pay for their room.

The requirements regarding cash handling for students on work experience is outlined in the Work Experience Manual.

Opening and closing procedures for this industry are part of a Managers duties. Students on work experience are not expected to open and close accommodation and service outlets.

To stay safe students need to:

* be supervised all at all times
* know that **only** supervisors open and close accommodation and service outlets.

## What should the supervisor do to make the workplace safe for students?

The Occupational Health and Safety Act is a written law to protect the health, safety and welfare of employees and other people at work. The employer is responsible for the safety of all employees and must provide a high standard of health and safety at their workplace.

To make the workplace safe, employers must:

* be aware of the laws and regulations and follow these laws to protect their employees
* supervise work experience students, or have another qualified employee supervise work experience students at all times
* provide Personal Protective Equipment (PPE). This is any equipment used or worn to keep employees safe in the workplace. PPE includes safety shoes, earplugs, goggles, hard hats, high visibility clothing, face masks, gloves and sunscreen
* provide training for the simple tasks students undertake while on work experience.

### More information about the Accommodation and Food Services industry is located at:

<https://www.education.vic.gov.au/school/students/beyond/Pages/hospitalitytourismmodule.aspx>

### Department of Industry, Innovation and Science

<https://www.business.gov.au/planning/templates-and-tools/industry-factsheets/accommodation-and-food-services-industry-fact-sheet>

### Victoria Tourism Industry Council

<https://www.vtic.com.au/>

### safe@work

<https://www.education.vic.gov.au/school/students/beyond/Pages/swguide.aspx?Redirect=1>

### Workplace Learning Toolbox

<https://www.education.vic.gov.au/school/teachers/teachingresources/careers/work/Pages/teachers.aspx#link39>