



**Queensland Hotels Association**

***Restaurant Industry Award 2010***  
**2019 Wage Rates & Allowances Guide**

**Effective from first full pay period commencing on or  
after 1 July 2019**

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## **RESTAURANT INDUSTRY AWARD 2010**

These are the minimum wage rates and allowances applicable to employees employed under the *Restaurant Industry Award 2010* ("the RIA"). That is, employers and their employees in the restaurant industry employed in the classifications defined in Schedule B of the RIA, to the exclusion of any other modern award e.g. hotels, registered clubs.

If you require the details of all terms and conditions, beyond those provided in this document, it is recommended that you access a full version of the RIA.

### **WAGE RATES AND ALLOWANCES EFFECTIVE FROM THE FIRST FULL PAY**

### **PERIOD COMMENCING ON OR AFTER 1 JULY 2019**

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## PART 1: ADULT WAGE RATES AND ALLOWANCES

### ALLOWANCES/PENALTIES

#### NOTE

Not all provisions of the Award are listed in this section. For more detail on definitions, allowances, hours of work and overtime, and other employment conditions, please refer to the Award.

#### CLAUSE 3 DEFINITIONS

**Standard weekly rate** means the minimum weekly wage for a level 4 rate in clause 20.1, currently **\$862.50**.

**Standard hourly rate** means the minimum hourly wage for a level 4 classification in clause 20.1, currently **\$22.70**.

#### CLAUSE 24 ALLOWANCES

**Clause 24.1 Meal Allowance \$13.38 per eligible occasion**

**Clause 24.2 Split Shift Allowance**

Employees other than casuals who work a split shift shall receive an additional allowance of **\$4.31** (representing 0.5% of the standard weekly rate) for each separate work period of two hours or more.

**Clause 24.3(a) Tool Allowance**

Where an apprentice cook is required to use their own tools, the employer must pay an allowance of **\$1.73 per day** or part thereof up to a maximum of **\$8.49 per week**.

#### CLAUSE 34 PENALTY RATES

**Clause 34.1 Penalty Rates**

	Mon - Fri	Saturday	Sunday	Pub Hols
<b>FT/PT</b>	100%	125%	150%	225%
<b>Casual (Intro, Lvl 1 &amp; 2)</b>	125%	150%	150%	250%
<b>Casual (Levels 3 to 6)</b>	125%	150%	175%	250%

The percentages set out in the table above reflect the applicable penalties for work performed by permanent and casual employees on particular days.

The actual hourly rates have been calculated and are contained in this guide. The casual percentages are inclusive of the 25% casual loading.

**IMPORTANT NOTES:**

1. From 1 July 2014, the penalty rate for casual employees classified at Introductory Level, Level 1 or Level 2 for work performed on a Sunday was reduced from 175% to 150%. However, existing employees with contracts specifying a particular rate in excess of a 150% penalty may be contractually entitled to continue to receive that rate. If you are unsure as to whether or not you can reduce the Sunday penalty rate for existing employees, it is recommended that you seek advice from the QHA.
2. From 1 July 2017, the penalty rate for full-time and part-time employees for work performed on a public holiday was reduced from 250% to 225%.

**CLAUSE 34.2**

**Late night/early morning penalties (Monday to Friday only):**

Work performed between the hours of **10.00pm and midnight** shall be paid an additional **\$2.27 per hour or part hour worked in the penalty period** (representing 10% of the standard hourly rate).

Work performed between **midnight and 6.00am** shall be paid an additional **\$3.41 per hour or part hour worked in the penalty period** (representing 15% of the standard hourly rate).

**IMPORTANT NOTE:** From 1 July 2017, the timeframe for the late night/early morning penalty has changed. The timeframe that applied previously for work performed between midnight and 7:00am was reduced to work performed between the hours of midnight and 6:00am.

RESTAURANT INDUSTRY AWARD 2010 WAGE RATES

FULL TIME AND PART TIME EMPLOYEES						Overtime Monday-Friday		Overtime Midnight Friday-Midnight Saturday		Overtime Midnight Saturday-Midnight Sunday, and on a RDO
Classification	Weekly Rate (Full-Time)	Mon-Fri (100%)	Sat (125%)	Sun (150%)	Public Hols (225%)	For the first 2 hours (150%)	Time Thereafter (200%)	For the first 2 hours (175%)	Time Thereafter (200%)	All Time Worked (200%)
	(\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)
Introductory	740.80	19.49	24.36	29.24	43.85	29.24	38.98	34.11	38.98	38.98
<b>Level 1</b>										
Food and Beverage attendant grade 1	762.10	20.06	25.08	30.09	45.14	30.09	40.12	35.11	40.12	40.12
Kitchen attendant grade 1										
<b>Level 2</b>										
Food and Beverage attendant grade 2	791.30	20.82	26.03	31.23	46.85	31.23	41.64	36.44	41.64	41.64
Cook grade 1										
Kitchen attendant grade 2										
Clerical grade 1										
Storeperson grade 1										
Door person/security officer grade 1										
<b>Level 3</b>										
Food and Beverage attendant grade 3	818.50	21.54	26.93	32.31	48.47	32.31	43.08	37.70	43.08	43.08
Cook grade 2										
Kitchen attendant grade 3										
Clerical grade 2										
Storeperson grade 2										
Timekeeper/security officer grade 2										
Handyperson										
<b>Level 4</b>										
Food and Beverage attendant grade 4	862.50	22.70	28.38	34.05	51.08	34.05	45.40	39.73	45.40	45.40
Cook grade 3 □										
Clerical grade 3										
Storeperson grade 3										
<b>Level 5</b>										
Food and Beverage supervisor	916.60	24.12	30.15	36.18	54.27	36.18	48.24	42.21	48.24	48.24
Cook grade 4 □										
Clerical supervisor										
<b>Level 6</b>										
Cook grade 5 □	941.10	24.77	30.96	37.16	55.73	37.16	49.54	43.35	49.54	49.54

RESTAURANT INDUSTRY AWARD 2010 WAGE RATES

CASUAL EMPLOYEES					Overtime Monday-Friday		Overtime Midnight Friday-Midnight Saturday		Overtime Midnight Saturday- Midnight Sunday, and on an RDO
Classification	Mon-Fri (125%)	Sat (150%)	Sun (150%)	Public Hols (250%)	For the first 2 hours (150%)	Time Thereafter (200%)	For the first 2 hours (175%)	Time Thereafter (200%)	All Time Worked (200%)
	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)		Hourly Rate (\$)		Hourly Rate (\$)
Introductory	24.36	29.24	29.24	48.73	29.24	38.98	34.11	38.98	38.98
<b>Level 1</b>									
Food and Beverage attendant grade 1	25.08	30.09	30.09	50.15	30.09	40.12	35.11	40.12	40.12
Kitchen attendant grade 1									
<b>Level 2</b>									
Food and Beverage attendant grade 2									
Cook grade 1									
Kitchen attendant grade 2	26.03	31.23	31.23	52.05	31.23	41.64	36.44	41.64	41.64
Clerical grade 1									
Storeperson grade 1									
Door person/security officer grade 1									
<b>Level 3 (From Level 3 to 6)</b>	<b>Mon-Fri (125%)</b>	<b>Sat (150%)</b>	<b>Sun (175%)</b>	<b>Public Hols (250%)</b>	<b>For the first 2 hours (150%)</b>	<b>Time Thereafter (200%)</b>	<b>For the first 2 hours (175%)</b>	<b>Time Thereafter (200%)</b>	<b>All Time Worked (200%)</b>
Food and Beverage attendant grade 3									
Cook grade 2									
Kitchen attendant grade 3	26.93	32.31	37.70	53.85	32.31	43.08	37.70	43.08	43.08
Clerical grade 2									
Storeperson grade 2									
Timekeeper/security officer grade 2									
Handyperson									
<b>Level 4</b>									
Food and Beverage attendant grade 4	28.38	34.05	39.73	56.75	34.05	45.40	39.73	45.40	45.40
Cook grade 3									
Clerical grade 3									
Storeperson grade 3									
<b>Level 5</b>									
Food and Beverage supervisor	30.15	36.18	42.21	60.30	36.18	48.24	42.21	48.24	48.24
Cook grade 4 □									
Clerical supervisor									
<b>Level 6</b>									
Cook grade 5 □	30.96	37.16	43.35	61.93	37.16	49.54	43.35	49.54	49.54

## PART 2: JUNIOR WAGE RATES

**NOTE:**  
Level 1 to 6 in Part 2 of this Guide reflects the WAGE level as per clause 20 of the Award, not the Grade level of a particular classification.

FULL TIME AND PART TIME JUNIOR EMPLOYEES						Overtime Monday-Friday		Overtime Midnight Friday-Midnight Saturday		Overtime Midnight Saturday-Midnight Sunday, and on a RDO
	Weekly (Full-Time)	Mon-Fri (100%)	Sat (125%)	Sun (150%)	Public Hols (225%)	For the first 2 hours (150%)	Time Thereafter (200%)	For the first 2 hours (175%)	Time Thereafter (200%)	All Time Worked (200%)
Age	(\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)		Hourly Rate (\$)		Hourly Rate (\$)
<b>16 YEARS AND UNDER (50%)</b>										
Introductory	370.40	9.75	12.19	14.63	21.94	14.63	19.50	17.06	19.50	19.50
Level 1	381.05	10.03	12.54	15.05	22.57	15.05	20.06	17.55	20.06	20.06
Level 2	395.65	10.41	13.01	15.62	23.42	15.62	20.82	18.22	20.82	20.82
Level 3	409.25	10.77	13.46	16.16	24.23	16.16	21.54	18.85	21.54	21.54
Level 4	431.25	11.35	14.19	17.03	25.54	17.03	22.70	19.86	22.70	22.70
Level 5	458.30	12.06	15.08	18.09	27.14	18.09	24.12	21.11	24.12	24.12
Level 6	470.55	12.39	15.49	18.59	27.88	18.59	24.78	21.68	24.78	24.78
<b>17 YEARS (60%)</b>										
Introductory	444.48	11.69	14.61	17.54	26.30	17.54	23.38	20.46	23.38	23.38
Level 1	457.26	12.04	15.05	18.06	27.09	18.06	24.08	21.07	24.08	24.08
Level 2	474.78	12.49	15.61	18.74	28.10	18.74	24.98	21.86	24.98	24.98
Level 3	491.10	12.92	16.15	19.38	29.07	19.38	25.84	22.61	25.84	25.84
Level 4	517.50	13.62	17.03	20.43	30.65	20.43	27.24	23.84	27.24	27.24
Level 5	549.96	14.47	18.09	21.71	32.56	21.71	28.94	25.32	28.94	28.94
Level 6	564.66	14.86	18.58	22.29	33.44	22.29	29.72	26.01	29.72	29.72
<b>18 YEARS (70%)</b>										
Introductory	518.56	13.64	17.05	20.46	30.69	20.46	27.28	23.87	27.28	27.28
Level 1	533.47	14.04	17.55	21.06	31.59	21.06	28.08	24.57	28.08	28.08
Level 2	553.91	14.57	18.21	21.86	32.78	21.86	29.14	25.50	29.14	29.14
Level 3	572.95	15.08	18.85	22.62	33.93	22.62	30.16	26.39	30.16	30.16
Level 4	603.75	15.89	19.86	23.84	35.75	23.84	31.78	27.81	31.78	31.78
Level 5	641.62	16.88	21.10	25.32	37.98	25.32	33.76	29.54	33.76	33.76
Level 6	658.77	17.34	21.68	26.01	39.02	26.01	34.68	30.35	34.68	34.68
<b>19 YEARS (85%)</b>										
Introductory	629.68	16.57	20.71	24.86	37.28	24.86	33.14	29.00	33.14	33.14
Level 1	647.79	17.05	21.31	25.58	38.36	25.58	34.10	29.84	34.10	34.10
Level 2	672.61	17.70	22.13	26.55	39.83	26.55	35.40	30.98	35.40	35.40
Level 3	695.73	18.31	22.89	27.47	41.20	27.47	36.62	32.04	36.62	36.62
Level 4	733.13	19.30	24.13	28.95	43.43	28.95	38.60	33.78	38.60	38.60
Level 5	779.11	20.50	25.63	30.75	46.13	30.75	41.00	35.88	41.00	41.00
Level 6	799.94	21.05	26.31	31.58	47.36	31.58	42.10	36.84	42.10	42.10



RESTAURANT INDUSTRY AWARD 2010 WAGE RATES

<b>CASUAL JUNIOR EMPLOYEES</b>					<b>Overtime Monday-Friday</b>		<b>Overtime Midnight Friday-Midnight Saturday</b>		<b>Overtime Midnight Saturday-Midnight Sunday, and on an RDO</b>
<b>Rates for Juniors classified as Introductory, Level 1 and Level 2</b>									
	<b>Mon-Fri (125%)</b>	<b>Sat (150%)</b>	<b>Sun (150%)</b>	<b>Public Hols (250%)</b>	<b>For the first 2 hours (150%)</b>	<b>Time Thereafter (200%)</b>	<b>For the first 2 hours (175%)</b>	<b>Time Thereafter (200%)</b>	<b>All Time Worked (200%)</b>
<b>Age</b>	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)		Hourly Rate (\$)		Hourly Rate (\$)
<b>16 YEARS AND UNDER (50%)</b>									
Introductory	12.19	14.63	14.63	24.38	14.63	19.50	17.06	19.50	19.50
Level 1	12.54	15.05	15.05	25.08	15.05	20.06	17.55	20.06	20.06
Level 2	13.01	15.62	15.62	26.03	15.62	20.82	18.22	20.82	20.82
<b>17 YEARS (60%)</b>									
Introductory	14.61	17.54	17.54	29.23	17.54	23.38	20.46	23.38	23.38
Level 1	15.05	18.06	18.06	30.10	18.06	24.08	21.07	24.08	24.08
Level 2	15.61	18.74	18.74	31.23	18.74	24.98	21.86	24.98	24.98
<b>18 YEARS (70%)</b>									
Introductory	17.05	20.46	20.46	34.10	20.46	27.28	23.87	27.28	27.28
Level 1	17.55	21.06	21.06	35.10	21.06	28.08	24.57	28.08	28.08
Level 2	18.21	21.86	21.86	36.43	21.86	29.14	25.50	29.14	29.14
<b>19 YEARS (85%)</b>									
Introductory	20.71	24.86	24.86	41.43	24.86	33.14	29.00	33.14	33.14
Level 1	21.31	25.58	25.58	42.63	25.58	34.10	29.84	34.10	34.10
Level 2	22.13	26.55	26.55	44.25	26.55	35.40	30.98	35.40	35.40
<b>Rates for Juniors classified as Level 3 to Level 6</b>					<b>Overtime Monday-Friday</b>		<b>Overtime Midnight Friday-Midnight Saturday</b>		<b>Overtime Midnight Saturday-Midnight Sunday, and on an RDO</b>
	<b>Mon-Fri (125%)</b>	<b>Sat (150%)</b>	<b>Sun (175%)</b>	<b>Public Hols (250%)</b>	<b>For the first 2 hours (150%)</b>	<b>Time Thereafter (200%)</b>	<b>For the first 2 hours (175%)</b>	<b>Time Thereafter (200%)</b>	<b>All Time Worked (200%)</b>
<b>Age</b>	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)		Hourly Rate (\$)		Hourly Rate (\$)
<b>16 YEARS AND UNDER (50%)</b>									
Level 3	13.46	16.16	18.85	26.93	16.16	21.54	18.85	21.54	21.54
Level 4	14.19	17.03	19.86	28.38	17.03	22.70	19.86	22.70	22.70
Level 5	15.08	18.09	21.11	30.15	18.09	24.12	21.11	24.12	24.12
Level 6	15.49	18.59	21.68	30.98	18.59	24.78	21.68	24.78	24.78
<b>17 YEARS (60%)</b>									
Level 3	16.15	19.38	22.61	32.30	19.38	25.84	22.61	25.84	25.84
Level 4	17.03	20.43	23.84	34.05	20.43	27.24	23.84	27.24	27.24
Level 5	18.09	21.71	25.32	36.18	21.71	28.94	25.32	28.94	28.94
Level 6	18.58	22.29	26.01	37.15	22.29	29.72	26.01	29.72	29.72
<b>18 YEARS (70%)</b>									
Level 3	18.85	22.62	26.39	37.70	22.62	30.16	26.39	30.16	30.16
Level 4	19.86	23.84	27.81	39.73	23.84	31.78	27.81	31.78	31.78
Level 5	21.10	25.32	29.54	42.20	25.32	33.76	29.54	33.76	33.76
Level 6	21.68	26.01	30.35	43.35	26.01	34.68	30.35	34.68	34.68
<b>19 YEARS (85%)</b>									
Level 3	22.89	27.47	32.04	45.78	27.47	36.62	32.04	36.62	36.62
Level 4	24.13	28.95	33.78	48.25	28.95	38.60	33.78	38.60	38.60
Level 5	25.63	30.75	35.88	51.25	30.75	41.00	35.88	41.00	41.00
Level 6	26.31	31.58	36.84	52.63	31.58	42.10	36.84	42.10	42.10

## **PART 3: APPRENTICE AND TRAINEE WAGE RATES**

Due to unique arrangements that have applied to Apprentice and Trainee wages in Queensland as a result of modern awards being made, the QHA has produced wage rates for both Apprentices and Trainees separately to award wage guides.

Recent changes have occurred to the Queensland based Apprentice and Trainee wages arrangements, and members are referred to the below listed QHA produced wage rates guides for the 1 July 2019 Apprentices and Trainees wages:

- 2019 Apprentices Wage Rates Guide;
- 2019 Trainee Wage Rates Guide.

The guides can be accessed from the Wage Rates pages on the QHA website – member log in is necessary, or via email [er@qha.org.au](mailto:er@qha.org.au).

## PART 4: CLASSIFICATION DEFINITIONS

Schedule B: Classification Definitions of the *Restaurant Industry Award 2010* provides a description of the duties of each award classification which assists in determining an employee's applicable rate of pay.

Below is an extract of Schedule B: Classification Definitions from the *Restaurant Industry Award 2010*.

### Schedule B —CLASSIFICATION DEFINITIONS

#### B.1 INTRODUCTORY LEVEL

Introductory level means a worker who enters the industry and is unable to meet the competency requirements of Level 1. Such an employee will remain in this level for a maximum of three months. Provided that an additional three months may be served at this level by mutual agreement between the employer and the employee. Further, if any disagreement arises from this provision it will be determined in accordance with clause 9 – Dispute resolution.

#### B.2 FOOD AND BEVERAGE

**B.2.1 Food and beverage attendant grade 1** means an employee who is engaged in any of the following:

- (a) picking up glasses;
- (b) general assistance to food and beverage attendants of a higher grade not including service to customers;
- (c) removing food plates;
- (d) setting and/or wiping down tables;
- (e) cleaning and tidying of associated areas; and
- (f) receipt of monies.

**B.2.2 Food and beverage attendant grade 2** means an employee who has not achieved the appropriate level of training and who is engaged in any of the following:

- (a) supplying, dispensing or mixing of liquor;
- (b) assisting in the cellar;
- (c) undertaking general waiting duties of both food and/or beverage including cleaning of tables;
- (d) receipt of monies;
- (e) attending a snack bar;
- (f) delivery duties; and
- (g) taking reservations, greeting and seating guests.

- B.2.3 Food and beverage attendant grade 3** means an employee who has the appropriate level of training and is engaged in any of the following:
- (a) supplying, dispensing or mixing of liquor;
  - (h) assisting in the cellar;
  - (i) undertaking general waiting duties of both food and/or beverage including cleaning of tables;
  - (j) receipt of monies;
  - (k) assisting in the training and supervision of food and beverage attendants of a lower grade;
  - (l) delivery duties; and
  - (m) taking reservations, greeting and seating guests.
- B.2.4 Food and beverage attendant grade 4 (tradesperson)** means an employee who has the appropriate level of training and who carries out specialised skilled duties in a fine dining room or restaurant.
- B.2.5 Food and beverage supervisor** means an employee who has the appropriate level of training including a supervisory course and who has the responsibility for supervision, training and co-ordination of food and beverage staff, or stock control for a bar or series of bars.

## **B.3 KITCHEN**

- B.3.1 Kitchen attendant grade 1** means an employee engaged in any of the following:
- (a) general cleaning duties within a kitchen or food preparation area and scullery, including the cleaning of cooking and general utensils used in a kitchen and restaurant;
  - (b) assisting employees who are cooking;
  - (c) assembling and preparing ingredients for cooking; and
  - (d) general pantry duties.
- B.3.2 Kitchen attendant grade 2** means an employee who has the appropriate level of training, and who is engaged in specialised non-cooking duties in a kitchen or food preparation area, or supervision of kitchen attendants.
- B.3.3 Kitchen attendant grade 3** means an employee who has the appropriate level of training including a supervisory course and has the responsibility for the supervision, training and co-ordination of kitchen attendants of a lower grade.
- B.3.4 Cook grade 1** means an employee who carries out cooking of breakfasts and snacks, baking, pastry cooking or butchering.
- B.3.5 Cook grade 2** means an employee who has the appropriate level of training and who performs cooking duties including baking, pastry cooking or butchering.

- B.3.6 Cook grade 3 (tradesperson)** means a commi chef or equivalent who has completed an apprenticeship or who has passed the appropriate trade test or who has the appropriate level of training, and who is engaged in cooking, baking, pastry cooking or butchering duties.
- B.3.7 Cook grade 4 (tradesperson)** means a demi chef or equivalent who has completed an apprenticeship or has passed the appropriate trade test or who has the appropriate level of training and who is engaged to perform general or specialised cooking, butchering, baking or pastry cooking duties and/or supervises and trains other cooks and kitchen employees.
- B.3.8 Cook grade 5 (tradesperson)** means a chef de partie or equivalent who has completed an apprenticeship or has passed the appropriate trade test in cooking or who has the appropriate level of training in cooking, butchering, baking or pastry cooking and has completed additional appropriate training and who performs any of the following:
- (a) general and specialised duties including supervision or training of other kitchen staff;
  - (b) ordering and stock control; and
  - (c) solely responsible for other cooks and other kitchen employees in a single kitchen establishment.

#### **B.4 ADMINISTRATIVE AND GENERAL**

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- B.4.1 Clerical grade 1** means an employee who is required to perform basic clerical and routine office duties such as collating, filing, photocopying and delivering messages.
- B.4.2 Clerical grade 2** means an employee who is engaged in general clerical or office duties, such as typing, filing, basic data entry and calculating functions.
- B.4.3 Clerical grade 3** means an employee who has the appropriate level of training and who performs any of the following:
- (d) operates adding machines, switchboard, paging system, telex machine, typewriter or calculator;
  - (e) uses knowledge of keyboard and function keys to enter and retrieve data through computer terminal;
  - (f) copy types at 25 words per minute with 98% accuracy;
  - (g) maintains mail register and records;
  - (h) maintains established paper-based filing/records systems in accordance with set procedures including creating and indexing new files, distributing files within the organisation as requested, monitoring file locations;
  - (i) transcribes information into records, completes forms, takes telephone messages;
  - (j) acquires and applies a working knowledge of office or sectional operating procedures and requirements;

- (k) acquires and applies a working knowledge of the organisation's structure and personnel in order to deal with inquiries at first instance, locates appropriate staff in different sections, relays internal information, responds to or redirects inquiries, greets visitors;
- (l) keeps appropriate records; and
- (m) sorts, processes and records original source financial documents (e.g. invoices, cheques, correspondence) on a daily basis; maintains and records petty cash; prepares bank deposits and withdrawals and does banking.

and who has the appropriate level of training and also performs any of the following:

- (n) operates computerised radio telephone equipment, micro/personal computer, printing devices attached to personal computer, dictaphone equipment, typewriters;
- (o) produces documents and correspondence using knowledge of standard formats, touch types at 40 words per minute with 98% accuracy, audio types;
- (p) uses one or more software application package(s) developed for a micro/personal computer to operate and populate a database, spreadsheet/worksheet to achieve a desired result; graph previously prepared spreadsheet; use simple menu utilities of personal computer;
- (q) follows standard procedures or template for the preceding functions using existing models/fields of information. Creates, maintains and generates simple reports;
- (r) uses a central computer resource to an equivalent standard;
- (s) uses one or more software packages to create, format, edit, proof read, spell check, correct, print and save text documents, e.g. standard correspondence and business documents;
- (t) takes shorthand notes at 70 wpm and transcribes with 95% accuracy;
- (u) arranges travel bookings and itineraries, makes appointments, screens telephone calls, follows visitor protocol procedures, establishes telephone contact on behalf of executive;
- (v) applies a working knowledge of the organisation's products/services, functions, locations and clients;
- (w) responds to and acts upon most internal/external inquiries in own function area;
- (x) uses and maintains a computer-based record management system to identify, access and extract information from internal sources; maintains circulation, indexing and filing systems for publications, reviews files, closes files, archives files; and
- (y) maintains financial records and journals, collects and prepares time and wage records; prepares accounts queries from debtors; posts transactions to ledger.

**B.4.4 Clerical supervisor** means an employee who has the appropriate level of training including a supervisory course and who co-ordinates other clerical staff.

## B.5 STORES

**B.5.1 Storeperson grade 1** means an employee who receives and stores general and perishable goods and cleans the store area.

**B.5.2 Storeperson grade 2** means an employee who, in addition to the duties for a storeperson grade 1, may also operate mechanical lifting equipment such as a fork lift and/or who may perform duties of a more complex nature.

**B.5.3 Storeperson grade 3** means an employee who has the appropriate level of training and who:

- (z) implements quality control techniques and procedures;
- (aa) understands and is responsible for a stores/warehouse area or a large section of such an area;
- (bb) has a highly developed level of interpersonal and communications skills;
- (cc) is able to supervise and provide direction and guidance to other employees including the ability to assist in the provision of on-the-job training and induction;
- (dd) exercises discretion within the scope of this grade; and
- (ee) may exercise skills attained through the successful completion of an appropriate warehousing certificate;

and may perform indicative tasks at this level such as:

- (ff) liaising with management, suppliers and customers with respect to stores operations; detailing and co-ordinating activities of other storepersons and acting in a leading hand capacity for in excess of 10 storepersons;
- (gg) maintaining control registers including inventory control and being responsible for preparation and reconciliation of regular reports or stock movements, dispatches, etc; and
- (i) supervises the receipt and delivery of goods, records, outgoing goods, responsible for the contents of a store.

## B.6 SECURITY

**B.6.1 Doorperson/security officer grade 1** means a person who assists in maintenance of dress standards and good order at an establishment.

**B.6.2 Timekeeper/security officer grade 2** means a person who is responsible for timekeeping of staff, for the security of keys, for the checking in and out of delivery vehicles and/or for the supervision of doorperson/security officer grade 1 personnel.

## B.7 HANDYPERSON

**B.7.1 Handyman** means a person who is not a tradesperson and whose duties include the performance of routine repair work and maintenance in and about the employer's premises.