



Restaurant Industry Award 2020
2020 Wage Rates & Allowances Guide

**Effective from first full pay period commencing on or after
1 February 2021**

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USING THIS GUIDE TO DETERMINE AN EMPLOYEE'S AWARD RATE

STEP 1: Use the classification definitions contained in Part 3 to determine the level and grade of classification that applies.

STEP 2: Refer to the appropriate classification in the rates tables contained in Part 1.

IMPORTANT INFORMATION ABOUT THIS GUIDE

- *These are the minimum wage rates and allowances applicable to employees employed under the Restaurant Industry Award 2020 ("RIA"). That is, employers and their employees in the restaurant industry employed in the classifications defined in Schedule A of the RIA, to the exclusion of any other modern award e.g. hospitality, registered clubs.*
- *Not all provisions of the RIA are addressed in this Guide. For the details of all terms and conditions beyond those contained in this Guide, refer to a copy of the full RIA; wage rates for apprentices covered by the RIA are contained in a separate Guide.*
- *Whilst due care has been taken in preparing this information, no responsibility is accepted by the Queensland Hotels Association ("QHA") for the accuracy of the information. The QHA does not accept legal liability and is expressly disclaimed for any damage that may arise from any person acting on the information contained therein arising from or connected to the accuracy, reliability or completeness of the information.*

PART 1: WAGE RATES

ADULT FULL AND PART-TIME

	MONDAY - FRIDAY		WEEKENDS & PUBLIC HOLIDAYS			OVERTIME		
	WEEKLY	HOURLY*	SATURDAY	SUNDAY	PUBLIC HOLIDAY	FIRST 2 HRS MON-FRI	FIRST 2 HRS SAT	AFTER 2 HRS MON-SAT ANYTIME SUN OR RDO
	100%	100%	125%	150%	225%	150%	175%	200%
Introductory	\$753.80	\$19.84	\$24.80	\$29.76	\$44.64	\$29.76	\$34.72	\$39.68
Level 1								
Food and Beverage attendant grade 1 Kitchen attendant grade 1	\$775.40	\$20.41	\$25.51	\$30.62	\$45.92	\$30.62	\$35.72	\$40.82
Level 2								
Food and Beverage attendant grade 2 Cook grade 1 Kitchen attendant grade 2 Clerical grade 1 Storeperson grade 1 Door person/security officer grade 1	\$805.10	\$21.19	\$26.49	\$31.79	\$47.68	\$31.79	\$37.08	\$42.38
Level 3								
Food and Beverage attendant grade 3 Cook grade 2 Kitchen attendant grade 3 Clerical grade 2 Storeperson grade 2 Timekeeper/security officer grade 2 Handyperson	\$832.80	\$21.92	\$27.40	\$32.88	\$49.32	\$32.88	\$38.36	\$43.84
Level 4								
Food and Beverage attendant grade 4 Cook grade 3 <input type="checkbox"/> Clerical grade 3 Storeperson grade 3	\$877.60	\$23.09	\$28.86	\$34.64	\$51.95	\$34.64	\$40.41	\$46.18
Level 5								
Food and Beverage supervisor Cook grade 4 <input type="checkbox"/> Clerical supervisor	\$932.60	\$24.54	\$30.68	\$36.81	\$55.22	\$36.81	\$42.95	\$49.08
Level 6								
Cook grade 5 <input type="checkbox"/>	\$957.60	\$25.20	\$31.50	\$37.80	\$56.70	\$37.80	\$44.10	\$50.40

***Late night/Early Morning Penalties**

Employees will be entitled to the following additional penalties for work performed at the following times:

ALL EMPLOYEES			
10pm to midnight Monday - Friday	\$2.31	per hour or part hour worked in the penalty period	representing 10% of the standard hourly rate
Midnight to 6am Monday - Friday	\$3.46		representing 15% of the standard hourly rate

**ADULT
CASUAL**

INTRODUCTORY - LEVEL 2

	MON - FRI	WEEKENDS & PUBLIC HOLIDAYS			OVERTIME		
	HOURLY*	SATURDAY	SUNDAY	PUBLIC HOLIDAY	FIRST 2 HRS MON-FRI	FIRST 2 HRS SAT	AFTER 2 HRS MON-SAT ANYTIME SUN
	125%	150%	150%	250%	150%	175%	200%
Introductory	\$24.80	\$29.76	\$29.76	\$49.60	\$29.76	\$34.72	\$39.68
Level 1							
Food and Beverage attendant grade 1 Kitchen attendant grade 1	\$25.51	\$30.62	\$30.62	\$51.03	\$30.62	\$35.72	\$40.82
Level 2							
Food and Beverage attendant grade 2 Cook grade 1 Kitchen attendant grade 2 Clerical grade 1 Storeperson grade 1 Door person/security officer grade 1	\$26.49	\$31.79	\$31.79	\$52.98	\$31.79	\$37.08	\$42.38

LEVEL 3 - 5

	MON - FRI	WEEKENDS & PUBLIC HOLIDAYS			OVERTIME		
	HOURLY*	SATURDAY	SUNDAY	PUBLIC HOLIDAY	FIRST 2 HRS MON-FRI	FIRST 2 HRS SAT	AFTER 2 HRS MON-SAT ANYTIME SUN
	125%	150%	175%	250%	150%	175%	200%
Level 3							
Food and Beverage attendant grade 3 Cook grade 2 Kitchen attendant grade 3 Clerical grade 2 Storeperson grade 2 Timekeeper/security officer grade 2 Handyperson	\$27.40	\$32.88	\$38.36	\$54.80	\$32.88	\$38.36	\$43.84
Level 4							
Food and Beverage attendant grade 4 Cook grade 3 Clerical grade 3 Storeperson grade 3	\$28.86	\$34.64	\$40.41	\$57.73	\$34.64	\$40.41	\$46.18
Level 5							
Food and Beverage supervisor Cook grade 4 □ Clerical supervisor	\$30.68	\$36.81	\$42.95	\$61.35	\$36.81	\$42.95	\$49.08
Level 6							
Cook grade 5 □	\$31.50	\$37.80	\$44.10	\$63.00	\$37.80	\$44.10	\$50.40

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10pm to midnight Monday - Friday	\$2.31	per hour or part hour worked in the penalty period	representing 10% of the standard hourly rate
Midnight to 6am Monday - Friday	\$3.46		representing 15% of the standard hourly rate

JUNIOR
FULL AND PART-TIME

	MONDAY - FRIDAY		WEEKENDS & PUBLIC HOLIDAYS			OVERTIME		
	WEEKLY	HOURLY*	SATURDAY	SUNDAY	PUBLIC HOLIDAY	FIRST 2 HRS MON-FRI	FIRST 2 HRS SAT	AFTER 2 HRS MON-SAT ANYTIME SUN OR RDO
	100%	100%	125%	150%	225%	150%	175%	200%
16 YEARS AND UNDER (50%)								
Introductory	\$376.90	\$9.92	\$12.40	\$14.88	\$22.32	\$14.88	\$17.36	\$19.84
Level 1	\$387.70	\$10.20	\$12.75	\$15.30	\$22.95	\$15.30	\$17.85	\$20.40
Level 2	\$402.55	\$10.59	\$13.24	\$15.89	\$23.83	\$15.89	\$18.53	\$21.18
17 YEARS (60%)								
Introductory	\$452.28	\$11.90	\$14.88	\$17.85	\$26.78	\$17.85	\$20.83	\$23.80
Level 1	\$465.24	\$12.24	\$15.30	\$18.36	\$27.54	\$18.36	\$21.42	\$24.48
Level 2	\$483.06	\$12.71	\$15.89	\$19.07	\$28.60	\$19.07	\$22.24	\$25.42
18 YEARS (70%)								
Introductory	\$527.66	\$13.89	\$17.36	\$20.84	\$31.25	\$20.84	\$24.31	\$27.78
Level 1	\$542.78	\$14.28	\$17.85	\$21.42	\$32.13	\$21.42	\$24.99	\$28.56
Level 2	\$563.57	\$14.83	\$18.54	\$22.25	\$33.37	\$22.25	\$25.95	\$29.66
Level 3	\$582.96	\$15.34	\$19.18	\$23.01	\$34.52	\$23.01	\$26.85	\$30.68
Level 4	\$614.32	\$16.17	\$20.21	\$24.26	\$36.38	\$24.26	\$28.30	\$32.34
Level 5	\$652.82	\$17.18	\$21.48	\$25.77	\$38.66	\$25.77	\$30.07	\$34.36
19 YEARS (85%)								
Introductory	\$640.73	\$16.86	\$21.08	\$25.29	\$37.94	\$25.29	\$29.51	\$33.72
Level 1	\$659.09	\$17.34	\$21.68	\$26.01	\$39.02	\$26.01	\$30.35	\$34.68
Level 2	\$684.34	\$18.01	\$22.51	\$27.02	\$40.52	\$27.02	\$31.52	\$36.02
Level 3	\$707.88	\$18.63	\$23.29	\$27.95	\$41.92	\$27.95	\$32.60	\$37.26
Level 4	\$745.96	\$19.63	\$24.54	\$29.45	\$44.17	\$29.45	\$34.35	\$39.26
Level 5	\$792.71	\$20.86	\$26.08	\$31.29	\$46.94	\$31.29	\$36.51	\$41.72

***Late night/Early Morning Penalties**

Employees will be entitled to the following additional penalties for work performed at the following times:

ALL EMPLOYEES			
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Midnight to 6am Monday - Friday	\$3.46		representing 15% of the standard hourly rate

**JUNIOR
CASUAL**

INTRODUCTORY - LEVEL 2

	MON - FRI	WEEKENDS & PUBLIC HOLIDAYS			OVERTIME		
	HOURLY*	SATURDAY	SUNDAY	PUBLIC HOLIDAY	FIRST 2 HRS MON-FRI	FIRST 2 HRS SAT	AFTER 2 HRS MON-SAT ANYTIME SUN
	125%	150%	150%	250%	150%	175%	200%
16 YEARS AND UNDER (50%)							
Introductory	\$12.40	\$14.88	\$14.88	\$24.80	\$14.88	\$17.36	\$19.84
Level 1	\$12.75	\$15.30	\$15.30	\$25.50	\$15.30	\$17.85	\$20.40
Level 2	\$13.24	\$15.89	\$15.89	\$26.48	\$15.89	\$18.53	\$21.18
17 YEARS (60%)							
Introductory	\$14.88	\$17.85	\$17.85	\$29.75	\$17.85	\$20.83	\$23.80
Level 1	\$15.30	\$18.36	\$18.36	\$30.60	\$18.36	\$21.42	\$24.48
Level 2	\$15.89	\$19.07	\$19.07	\$31.78	\$19.07	\$22.24	\$25.42
18 YEARS (70%)							
Introductory	\$17.36	\$20.84	\$20.84	\$34.73	\$20.84	\$24.31	\$27.78
Level 1	\$17.85	\$21.42	\$21.42	\$35.70	\$21.42	\$24.99	\$28.56
Level 2	\$18.54	\$22.25	\$22.25	\$37.08	\$22.25	\$25.95	\$29.66
19 YEARS (85%)							
Introductory	\$21.08	\$25.29	\$25.29	\$42.15	\$25.29	\$29.51	\$33.72
Level 1	\$21.68	\$26.01	\$26.01	\$43.35	\$26.01	\$30.35	\$34.68
Level 2	\$22.51	\$27.02	\$27.02	\$45.03	\$27.02	\$31.52	\$36.02

LEVEL 3 - 5

	MON - FRI	WEEKENDS & PUBLIC HOLIDAYS			OVERTIME		
	HOURLY*	SATURDAY	SUNDAY	PUBLIC HOLIDAY	FIRST 2 HRS MON-FRI	FIRST 2 HRS SAT	AFTER 2 HRS MON-SAT ANYTIME SUN
	125%	150%	175%	250%	150%	175%	200%
18 YEARS (70%)							
Level 3	\$19.18	\$23.01	\$26.85	\$38.35	\$23.01	\$26.85	\$30.68
Level 4	\$20.21	\$24.26	\$28.30	\$40.43	\$24.26	\$28.30	\$32.34
Level 5	\$21.48	\$25.77	\$30.07	\$42.95	\$25.77	\$30.07	\$34.36
19 YEARS (85%)							
Level 3	\$23.29	\$27.95	\$32.60	\$46.58	\$27.95	\$32.60	\$37.26
Level 4	\$24.54	\$29.45	\$34.35	\$49.08	\$29.45	\$34.35	\$39.26
Level 5	\$26.08	\$31.29	\$36.51	\$52.15	\$31.29	\$36.51	\$41.72

***Late night/Early Morning Penalties**

Employees will be entitled to the following additional penalties for work performed at the following times:

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Midnight to 6am Monday - Friday	\$3.46		representing 15% of the standard hourly rate

PART 2: SUMMARY OF ALLOWANCES

WAGE- RELATED ALLOWANCES

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

Wage-related allowances are calculated based on a percentage of the weekly or hourly standard rate, which is defined in clause 2 of the RIA as the minimum rate for a Level 4 classification, Cook (tradesperson) grade 3, currently:

\$ 877.60 Per week

\$ 23.09 Per hour

ALLOWANCE	RIA CLAUSE	CONDITIONS	% of standard rate	\$	PAYABLE
SPLIT SHIFT (FORMERLY 'BROKEN PERIODS OF WORK')	21.3	<i>The employer must pay any full-time or part-time employee who has a broken working day a split shift allowance for each separate work period of 2 hours or more.</i>	0.50%	\$4.39	per occasion

EXPENSE- RELATED ALLOWANCES

Expense-related allowances are adjusted by reference to the Consumer Price Index (CPI).

ALLOWANCE	RIA CLAUSE	CONDITIONS	\$	PAYABLE
MEAL	21.2	<i>Applies to a full-time or part-time employee who: •Is required to work overtime of more than 2 hours, was not advised of that requirement on or before the previous day and was not supplied a meal by the employer, or; •Is advised of a requirement to work overtime, provides a meal, and after doing so is no longer required to work overtime at all or only to work overtime of 2 hours or less.</i>	\$13.79	per occasion
TOOLS AND EQUIPMENT	21.4	<i>Payable to a cook or apprentice cook who is required to provide and use their own tools</i>	\$1.82	per day
			\$8.92	per week max

PART 3: CLASSIFICATION DEFINITIONS

NOTE: The following is a re-production of schedule A of the RIA.

A.1 INTRODUCTORY LEVEL

Introductory level is for an employee who enters the restaurant industry and does not demonstrate the competency requirements of level 1. The employee remains at Introductory level for up to 3 months while undertaking appropriate training and being assessed for competency to move to level 1. At the end of that period, the employee moves to level 1 unless the employee and the employer mutually agree that further training of up to 3 months is required for the employee to achieve the necessary competency.

NOTE: Any disagreement arising from this provision must be dealt with in accordance with clause 34.

A.2 FOOD AND BEVERAGE STREAM

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

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

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 liquor; or
- (b) assisting in the cellar; or
- (c) undertaking general waiting duties for food or beverages, including cleaning tables; or
- (d) receiving money; or
- (e) attending a snack bar; or
- (f) performing delivery duties; or
- (g) taking reservations and greeting and seating guests.

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 liquor; or
- (b) assisting in the cellar; or
- (c) undertaking general waiting duties for both food and liquor, including cleaning tables; or
- (d) receiving money; or
- (e) assisting in the training and supervision of food and beverage attendants of a lower classification; or
- (f) delivery duties; or
- (g) taking reservations and greeting and seating guests.

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 a restaurant.

Food and beverage supervisor means an employee who has the appropriate level of training, including a supervisory course, and who has responsibility for the supervision, training and co-ordination of food and beverage staff or for stock control for one or more bars.

A.3 KITCHEN STREAM

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 cleaning cooking and general utensils used in a kitchen and restaurant; or
- (b) assisting employees who are cooking; or
- (c) assembling and preparing ingredients for cooking; or
- (d) general pantry duties.

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 of a lower classification.

Kitchen attendant grade 3 means an employee who has the appropriate level of training, including a supervisory course, and who has responsibility for the supervision, training and co-ordination of kitchen attendants of a lower classification.

Cook grade 1 means an employee who is engaged in cooking breakfasts and snacks, baking, pastry cooking or butchering.

Cook grade 2 means an employee who has the appropriate level of training and who performs cooking duties such as baking, pastry cooking or butchering.

Cook grade 3 (tradesperson) means a commi chef or equivalent who has completed an apprenticeship or 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.

Cook grade 4 (tradesperson) means a demi chef or equivalent who has completed an apprenticeship or 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 or supervises and trains other cooks and kitchen employees.

Cook grade 5 (tradesperson) means a chef de partie or equivalent who has completed an apprenticeship or passed the appropriate trade test or who has the appropriate level of training in cooking, butchering or pastry cooking and who performs any of the following:

- (a) general and specialised duties, including supervision or training of kitchen employees; or
- (b) ordering and stock control; or
- (c) supervising other cooks and kitchen employees in a single kitchen establishment.

A.4 ADMINISTRATIVE AND GENERAL STREAM

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.

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.

Clerical grade 3 means an employee who has the appropriate level of training and who performs any of the following:

- (a) operates switchboard, paging system and office equipment; or
- (b) uses knowledge of keyboard and function keys to enter and retrieve data through a computer terminal; or
- (c) copy types at 25 words per minute with at least 98% accuracy; or

- (d) maintains mail register and records; or
- (e) 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 and monitoring file locations; or
- (f) transcribes information into records, completes forms and takes telephone messages; or
- (g) acquires and applies a working knowledge of office or sectional operating procedures and requirements; or
- (h) 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 and greets visitors; or
- (i) keeps appropriate records; or
- (j) sorts, processes and records original source financial documents (for example, invoices, cheques and correspondence) on a daily basis, maintains and records petty cash; prepares bank deposits and withdrawals and does banking,
- (k) and who has the appropriate level of training and also performs any of the following:
 - (l) operates computerised radio telephone equipment, micro/personal computer, printing devices attached to personal computer or dictaphone equipment; or
 - (m) produces documents and correspondence using knowledge of standard formats, touch types at 40 words per minute with at least 98% accuracy, audio types; or
 - (n) uses one or more software packages 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; or
 - (o) follows standard procedures or template for the preceding functions using existing models/fields of information; or
 - (p) creates and maintains and generates simple reports; or
 - (q) uses a central computer resource to an equivalent standard; or
 - (r) uses one or more software packages to create, format, edit, proof read, spell check, correct, print and save text documents, for example, standard correspondence and business documents; or
 - (s) takes shorthand notes at 70 wpm and transcribed with 95% accuracy; or
 - (t) arranges travel bookings and itineraries, makes appointments, screens telephone calls, follows visitors protocol procedures, establishes telephone contact on behalf of executive; or
- (u) applies a working knowledge of the organisation's products/services, functions, locations and clients; or
- (v) responds to and acts upon most internal/external inquiries in own function area; or
- (w) 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; or
- (x) maintains financial records and journals, collects and prepares time and wage records, prepares accounts queries from debtors, posts transactions to ledger.

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

A.5 STORES STREAM

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

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 or who may perform duties of more complex nature.

Storeperson grade 3 means an employee who has the appropriate level of training and who:

- (a) implements quality control techniques and procedures; and
- (b) understands and is responsible for a stores/warehouse area or a large section of such an area; and

- (c) has a highly developed level of interpersonal and communication skills; and
- (d) 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; and
- (e) who may perform indicative tasks such as:
- (f) 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; and
- (g) maintaining control registers including inventory control and being responsible for preparation and reconciliation of regular reports or stock movements, dispatches, etc.; and
- (h) supervising the receipt and delivery of goods, records, outgoing goods, responsible for the contents of a store.

A.6 SECURITY STREAM

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

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

A.7 HANDYPERSON

Handyperson means a person who is not a tradesperson and whose duties include performing routine repair work and maintenance for the employer's workplace.