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**Funded by Tourism WA**

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# PASSPORT TO YOUR CAREER: TOURISM AND HOSPITALITY EDITION 2

A toolkit for students, families and educators on careers in the tourism and hospitality industry



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HDNWA acknowledges the Traditional Custodians of the land, paying respects to the Aboriginal communities of Western Australia and their Elders, past, present, and emerging. We honour the culture and contributions of First Nations People. We also recognise the rights and dignity of all, including those with disabilities and in the LGBTQIA+ community. HDNWA is committed to inclusivity, respect, and empowerment, celebrating diversity and striving for equal opportunities for all.

**Supported by Tourism Western Australia**

**Front cover image:** Amy from Mandurah Cruises
**Back cover image:** Mandurah Giants
**Above image:** Sea West Mandurah

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Image: Valley of the Giants, Tree Top Walk

# WELCOME TO EDITION 2

Welcome to the new edition of Passport to Your Career: Tourism & Hospitality Edition 2.

We are excited to introduce this comprehensive guide to help young people living with disabilities navigate potential roles and discover how they can thrive in these industries.

Edition 2 builds on our original toolkit by showing just how many different roles, workplaces and career pathways are available across Western Australia's Tourism and Hospitality industry. Tourism and Hospitality remains one of Western Australia's largest employing industries, with opportunities across hospitality, accommodation, events, attractions, tours and visitor experiences.

This edition also looks at the different ways young people can get started, from work experience and volunteering to school-based training, traineeships, apprenticeships and casual employment. It also shows how a first job can grow into a longer-term career, with real examples of people who have built their skills, moved into new roles and progressed into leadership or business ownership.

Inside, you'll find practical job profiles, real career stories, an interactive Career Fit Quiz, new job role videos and clearer information to help students, families and educators understand what different roles involve and what the next step could look like.

**Whether you already have an idea of where you want to go, or you're just starting to explore your options, this toolkit is here to help you discover what might be possible.**



Image: Absolute Ocean Charters, Broome

# INTRODUCING HDNWA

Hospitality Disability Network WA Inc. (HDNWA) is an industry-led organisation creating meaningful and sustainable employment opportunities for people with disability across Western Australia's tourism and hospitality industry.

Our operational team and volunteer Board come from tourism, hospitality and related industry backgrounds, so we understand how the sector works in practice. That industry knowledge helps us support employers to build disability confidence, identify suitable roles and create opportunities that work for both the business and the candidate.

HDNWA works with candidates and a select network of Employment Service Providers, acting as one point of contact for industry. We help simplify the process for employers, connect the right people and provide pre and post-placement support for our members and candidates to provide sustainable employment outcomes.

## HOW WE WORK

### Understand the industry

Our team and board bring real tourism and hospitality experience, so we understand the pressures, expectations and opportunities within the sector.

### Build employer confidence

We help businesses understand disability employment, identify suitable opportunities and create more inclusive workplaces.

### Connect the right people

We work with candidates and a select network of Employment Service Providers to connect employers with people who are ready for work.

### Support sustainable placements

We provide pre and post-placement support to help address challenges early and provide long-term employment.

## OUR VALUES

### Impact

We make a difference through meaningful employment.

### Integrity

We are honest and fair. We do what we say we will do.

### Challenge

We challenge bias and advocate for positive change.

### Respect

We treat everyone as an individual, with courtesy and empathy.



Image: Perth Wildlife Encounters, Rockingham

# EXPLORE THE INDUSTRY



Image: Scarborough Sunset Markets

# LET'S EXPLORE THE INDUSTRY

Tourism and hospitality is much broader than people often realise. It brings together travel, tourism, hospitality and events, with hundreds of different jobs across customer service, food, operations, transport, administration, events, technology and more.

That means the industry needs all kinds of people. Some roles suit people who love talking to customers, while others are better for people who enjoy practical tasks, organisation, problem solving, creativity or working behind the scenes.

**Travel** — Airlines, airports, travel agencies, tour operators and transport services.

**Tourism** — Visitor attractions, tours, cultural experiences and destinations.

**Hospitality** — Hotels, restaurants, cafés, pubs, resorts and catering.

**Events** — Conferences, festivals, concerts, sporting events, weddings and other special events.

**THERE IS NO SINGLE WAY TO WORK IN THIS INDUSTRY. DIFFERENT ROLES SUIT DIFFERENT STRENGTHS, INTERESTS AND WAYS OF WORKING.**



Image: Pair'd Beach Club, Meelup Beach



# EARN, LEARN & TRAVEL

## Why Tourism & Hospitality is a Great Industry to Work In

Tourism and hospitality can offer much more than just a job. It is an industry where you can build practical skills, gain experience, meet new people and explore a wide range of workplaces and career opportunities across Western Australia.

**Earn While You Learn**
Gain practical skills and experience while getting paid.

**Travel & Variety**
Work in different places, from cafés and hotels to resorts, events, attractions and destinations across WA and beyond.

**Flexibility**
Explore casual, part-time and full-time roles that can fit around study, family and other commitments.

**Career Progression**
Start in one role and build your skills into new opportunities, specialist roles, leadership or management.

**People & Teamwork**
Meet people from different backgrounds and be part of teams where different strengths and skills are valued.

**Skills for Life**
Build communication, customer service, teamwork, problem solving and leadership skills that can support your future career.

# LET'S EXPLORE OPPORTUNITIES

Whether you're into travel, food, culture or service, there's a place for you.
The industry celebrates diversity - bringing together people from all backgrounds and experiences.

In hospitality, many roles can be grouped into Front of House or Back of House, but the wider tourism and hospitality industry includes many other types of roles too.

Here's how these two common areas compare:

**Front of House – The Face of Hospitality**
Do you enjoy meeting new people, working in a fast-paced environment and creating memorable experiences? Front of House roles involve direct customer interaction, ensuring guests are welcomed, served and entertained. These positions are ideal for outgoing, energetic and service-focused individuals who thrive in social settings.

**Back of House – The Engine Room of Hospitality**
Do you prefer working behind the scenes, focusing on organisation, problem-solving and efficiency? Back of House roles involve preparing, maintaining and ensuring smooth operations for guests and Front of House staff. While these positions may not involve direct customer interaction, they are essential to the success of any hospitality operation.

Both are equally important and work together to deliver outstanding experiences for guests. Whether you enjoy working with people or prefer being behind the scenes, let's see if there is a tourism or hospitality career that suits your skills and interests.

*Scan the QR to complete the full quiz to discover what role you're best suited to*





# FIND YOUR ADVENTURE TODAY

Image: Kalbarri Skywalk

# DOES THIS SOUND LIKE YOU?

- □ **Prepare for events:** Help set up rooms, tables and equipment for functions.
- □ **Welcome guests:** Provide friendly and helpful service during events.
- □ **Work as a team:** Communicate with other team members to keep events running smoothly.
- □ **Stay organised:** Pay attention to detail and keep tasks on track.

**Explore**

Explore school-based hospitality, tourism and events courses, traineeships and certificates while you finish school. Discover what goes into creating successful events and functions.

**Gain**

Gain experience through training, volunteering or work experience. Build customer service, teamwork, communication and event set-up skills.

SCAN TO WATCH THE ROLE IN ACTION!

OR VISIT: HDNWA.ORG.AU/TOOLKIT

**Apply**

Highlight your organisation, teamwork, communication and ability to work in a busy environment when applying for Banquets roles.

**Hired**

Gain employment at a hotel, venue or events business, helping set up, deliver and pack down conferences, functions and special events.

Image: Saskia, Banquets Attendant for The Westin Perth



## BANQUET ATTENDANT

Banquets Attendant → Senior Event Attendant → Event Supervisor → Event Coordinator → Events Manager

**Entry to Expert**

Career pathways are examples only. There are many different ways to progress through the industry.

# KITCHEN HAND




Kitchen Hand → Cook → Chef Apprentice → Commis Chef → Chef de Partie

**Entry to Expert**

Career pathways are examples only. There are many different ways to progress through the industry.

## DOES THIS SOUND LIKE YOU?

- □ **Support the kitchen team:** Help with food preparation, dishes and general kitchen tasks.
- □ **Keep things clean:** Clean equipment, surfaces and work areas.
- □ **Follow instructions:** Complete tasks safely and to the required standard.
- □ **Work as a team:** Communicate with the kitchen team to keep things running smoothly.

**Explore**

Explore school-based hospitality courses, traineeships and certificates while you finish school. Discover what it's like to work behind the scenes in a busy kitchen.

**Gain**

Gain experience through training, volunteering or work experience. Build food preparation, hygiene, teamwork and kitchen skills while learning from experienced staff.

SCAN TO WATCH THE ROLE IN ACTION!

OR VISIT: HDNWA.ORG.AU/TOOLKIT

**Apply**

Highlight your reliability, willingness to learn, teamwork and ability to follow instructions when applying for kitchen roles.

**Hired**

Gain employment in a café, restaurant, hotel or catering kitchen, supporting the team with food preparation, cleaning and general kitchen tasks.

Image: Ben, Kitchen hand for The Good Company & Co Cafe

# DOES THIS SOUND LIKE YOU?

- □ **Help visitors:** Provide information and assistance to people exploring the area.
- □ **Share local knowledge:** Recommend attractions, activities and places to visit.
- □ **Answer questions:** Listen to visitors and help them find the information they need.
- □ **Create great experiences:** Make visitors feel welcome and supported.

Explore

Explore school-based tourism and hospitality courses, traineeships and certificates while you finish school. Discover careers that connect visitors with local experiences.

Gain

Gain experience through volunteering, training or work experience. Build local knowledge, customer service, communication and computer skills.

SCAN TO WATCH THE ROLE IN ACTION!

OR VISIT: HDNWA.ORG.AU/TOOLKIT

Apply

Showcase your communication skills, local knowledge, organisation and enthusiasm for helping visitors when applying for tourism roles.

Hired

Gain employment with tourism companies, cultural sites or adventure tours showcasing Australia's best spots.

Image: Millan, Tourism information officer for Mandurah Visitor Centre





# MAINTENANCE OFFICER



Maintenance Assistant → Maintenance Technician → Senior Technician → Facilities Supervisor → Facilities Manager

**Entry to Expert**

**Career pathways are examples only. There are many different ways to progress through the industry.**



## DOES THIS SOUND LIKE YOU?

- □ **Keep things working:** Help maintain buildings, equipment and facilities.
- □ **Solve problems**: Identify maintenance issues and help find practical solutions.
- □ **Work safely:** Follow workplace procedures and use tools safely.
- □ **Support the team:** Communicate with staff to respond to maintenance needs.

**Explore**

Explore school-based hospitality, construction, trades or maintenance pathways while you finish school. Discover the practical skills you can use to help keep hospitality venues, equipment and facilities working.

**Gain**

Gain experience through work experience, training or an apprenticeship. Build practical, problem-solving, safety and tool skills.

SCAN TO WATCH THE ROLE IN ACTION!

OR VISIT: HDNWA.ORG.AU/TOOLKIT

**Apply**

Highlight your practical skills, reliability, problem-solving ability and commitment to working safely when applying for maintenance roles.

**Hired**

Gain employment in a hotel, resort or venue, helping maintain buildings, equipment and facilities and keeping things safe and working properly.

Image: Aaron, Maintenance person for The Esplanade Fremantle

# DOES THIS SOUND LIKE YOU?

- □ **Keep things clean:** Keep guest rooms and accommodation areas clean, tidy and ready for guests.
- □ **Pay attention to detail:** Notice the small things that make a room feel fresh and welcoming.
- □ **Work efficiently:** Manage your time to complete tasks to the required standard.
- □ **Work as a team:** Communicate with housekeeping and hotel staff to get the job done.

Explore

Explore school-based tourism and hospitality courses, traineeships and certificates while you finish school. Discover the skills involved in housekeeping and guest services.

Gain

Gain experience through training, volunteering or work experience. Build cleaning, organisation, time management and attention-to-detail skills.

SCAN TO WATCH THE ROLE IN ACTION!

OR VISIT: HDNWA.ORG.AU/TOOLKIT

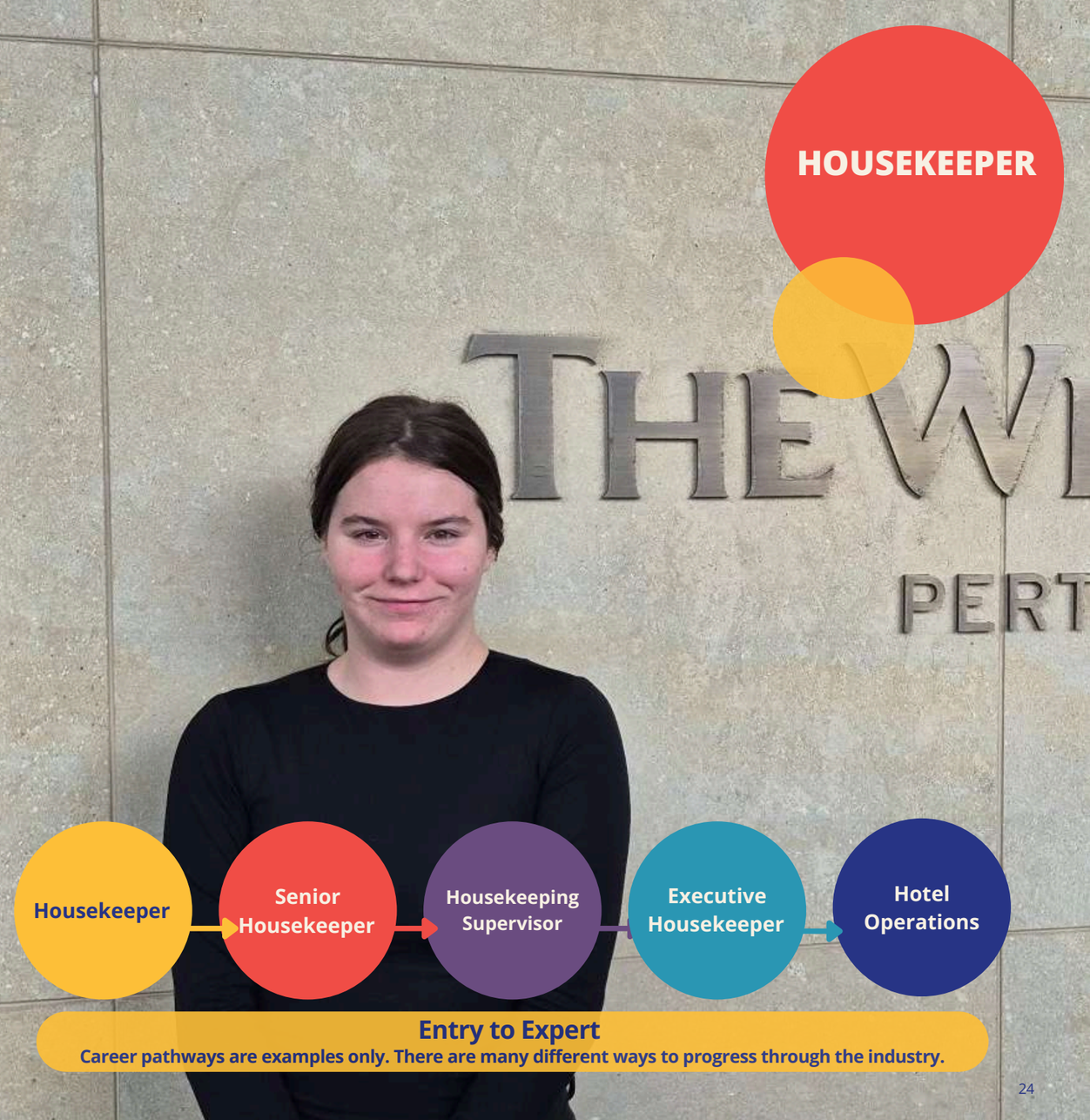
Apply

Showcase your reliability, attention to detail, teamwork and ability to work independently when applying for housekeeping roles.

Hired

Gain employment in a hotel, resort or accommodation venue, helping prepare clean, comfortable and welcoming rooms for guests.

Image: Hope, Housekeeper for The Westin Perth.



# USHER

## DOES THIS SOUND LIKE YOU?

- ☐ **Welcome guests:** Greet people and help them feel comfortable when they arrive.
- ☐ **Help people find their way**: Provide directions and assist guests around the venue.
- ☐ **Provide information:** Answer questions and help guests with what they need.
- ☐ **Stay calm and helpful:** Support guests in busy event environments.

Explore

Explore school-based tourism, hospitality and events courses, traineeships and certificates while you finish school. Discover careers in venues, conferences and live events.

Gain

Gain experience through volunteering, training or work experience at events and venues. Build customer service, communication, teamwork and problem-solving skills.

SCAN TO WATCH THE ROLE IN ACTION!

OR VISIT: HDNWA.ORG.AU/TOOLKIT

Apply

Highlight your friendly attitude, communication skills, teamwork and ability to stay calm in busy environments when applying for Usher roles.

Hired

Gain employment at venues such as the Perth Convention and Exhibition Centre, helping welcome guests, provide information and create a positive event experience.

Usher → Usher Team Leader → Duty Manager → Operations Manager → Director of Operations

### Entry to Expert

Career pathways are examples only. There are many different ways to progress through the industry.

Image: Lucy, Usher for Perth Convention and Exhibition Centre

# DOES THIS SOUND LIKE YOU?

□ **Welcome passengers:** Greet passengers and help them feel comfortable onboard the boat.
□ **Help guests:** Answer questions and provide information throughout the trip.
□ **Create great experiences**: Help passengers enjoy their time onboard.
□ **Work as a team:** Communicate with the crew to support passengers and keep things running smoothly.

Explore

Explore school-based tourism and hospitality courses, traineeships and certificates while you finish school. Discover careers where you can work with visitors and passengers.

Gain

Gain customer service experience through training, volunteering or work experience. Build communication, tourism, safety and teamwork skills.

SCAN TO WATCH THE ROLE IN ACTION!

OR VISIT: HDNWA.ORG.AU/TOOLKIT

Apply

Showcase your communication, customer service, teamwork and willingness to help others when applying for guest service roles.

Hired

Gain employment as a Cruise Host, welcoming passengers, answering questions and helping create an enjoyable experience onboard the boat.

Image: Amy, Cruise Host for Mandurah Cruises





# PORTER



Porter → Porter Team Leader → Guest Services Supervisor → Manager on Duty → Front Office Manager

**Entry to Expert**

**Career pathways are examples only. There are many different ways to progress through the industry.**

## DOES THIS SOUND LIKE YOU?

- ☐ **Help guests:** Assist guests with luggage, deliveries and requests.
- ☐ **Be welcoming:** Provide friendly and helpful customer service.
- ☐ **Stay organised**: Keep track of luggage, requests and daily tasks.
- ☐ **Stay active:** Be comfortable being on your feet and moving around the venue.

**Explore**

Explore school-based tourism and hospitality courses, traineeships and certificates while you finish school. Discover careers focused on helping hotel guests.

**Gain**

Gain experience through training, volunteering or work experience. Build customer service, communication, organisation and practical guest service skills.

SCAN TO WATCH THE ROLE IN ACTION!

OR VISIT: HDNWA.ORG.AU/TOOLKIT

**Apply**

Showcase your friendly attitude, reliability, organisation and ability to assist guests when applying for Porter roles.

**Hired**

Gain employment in a hotel or accommodation venue, assisting guests with luggage, deliveries and requests while helping create a welcoming experience.

Image: Tony, Porter for The Westin Hotel Perth

# WHERE CAN TOURISM & HOSPITALITY TAKE YOU?

There is no single path through tourism and hospitality. We asked industry leaders from across the sector to share how they started, what they do now, how their careers have grown and what they look for in the people joining their teams.

Their stories show that careers can develop in many different ways, and that qualities like attitude, reliability, communication, teamwork and a willingness to learn can be just as important as experience. These are just some of the stories from leaders across our network, each with a different pathway through tourism and hospitality.

## SEE OUR INCLUSIVE EMPLOYER NETWORK

Explore HDNWA's network of inclusive tourism and hospitality businesses across Western Australia. Scan the QR code to view our member map and discover the businesses that make up our network.

*Scan the QR code to explore our member map.*

## Meet John

**Human Resources Director**



*Scan to watch their story!*

> **"There are a tremendous amount of opportunities in hospitality. Your career can literally take you anywhere.**

### Who They Are

John is a Human Resources leader across multiple properties in Western Australia, supporting the entire employee lifecycle.

### What They Look For

John looks for positive, reliable people who communicate well, take initiative, embrace feedback, and care about great experiences for guests and colleagues.

### Career Progression

Food & Beverage Attendant → Hotel Management Traineeship → Human Resources Coordinator → Human Resources Manager → Human Resources Director



> **"My career grew through passion and the need to strive and be better.**

## Meet Jodie

**Housekeeping Operations Manager**



*Scan to watch their story!*

### Who They Are

Jodie is an experienced Operations Manager with a background across hospitality, including bars and housekeeping, supporting teams to deliver effective service.

### What They Look For

Jodie looks for positive, reliable people who communicate well, work as a team, take pride in their work, and pay attention to detail.

### Career Progression

Bar Attendant → Travel & Tourism Studies → Housekeeper → Supervisor → Operations Manager

## Meet Treshan

**Food & Beverage Operations Manager**



*Scan to watch their story!*

> **"Teamwork is very important. It's something that we focus on.**

### Who They Are

Treshan is an experienced hospitality professional and Operations Manager, overseeing hotel operations and supporting teams to ensure day-to-day services run smoothly.

### What They Look For

Treshan looks for reliable, friendly people who communicate well, work as a team, take pride in their work, and are willing to learn and help others.

### Career Progression

F&B Attendant → F&B Supervisor → F&B Manager → Front Office Manager → Operations Manager

# START YOUR ADVENTURE TODAY



Image: Cathedral Gorge, Purnululu National Park

# PATHWAYS AND SUPPORTS

## There are many ways to get started.

There is more than one way to get started in tourism and hospitality. You might begin through school, work experience, volunteering, training or support from an Employment Service Provider. HDNWA helps connect these different pathways so students and candidates can build skills, gain experience and move towards meaningful employment.

### 1. SCHOOL

School is a great place to start exploring what comes next. Speak with your VET Coordinator, careers team or support staff about tourism and hospitality courses, school-based training, traineeships, apprenticeships and other opportunities to build experience.

### 2. WORK EXPERIENCE & VOLUNTEERING

Work experience and volunteering can help you understand what a real workplace feels like, try different tasks and discover what kinds of roles or environments suit you.
HDNWA works with our member network to identify businesses that are open to supporting students and young people through work experience and volunteering opportunities across tourism and hospitality.

Explore Work Experience & Volunteering Opportunities

### 3. PATHWAYS TRAINING

HDNWA Pathways Training helps young people build the practical skills and confidence they need before stepping into the workplace. The training focuses on workplace expectations, communication, teamwork, customer service and preparing for employment in tourism and hospitality.

Find Out More About Pathways Training

### 4. EMPLOYMENT SERVICE PROVIDERS

Employment Service Providers can help candidates prepare for work, build job readiness and access ongoing workplace support. HDNWA works with a select network of Employment Service Providers, bringing together industry knowledge and specialist employment support. This gives employers one industry-focused point of contact while helping candidates access support that suits their individual needs.

Provider Information

### 5. HDNWA

When you are ready to explore employment, HDNWA works with you to understand your strengths, interests and employment goals. We connect candidates with suitable opportunities across our network of inclusive tourism and hospitality businesses, while working alongside employers and Employment Service Providers to support the placement. Our support continues before and after someone starts work, with pre and post-placement support for our members and candidates to help build sustainable employment outcomes.





Image: Due South, Albany

## YOUR JOURNEY, OUR SUPPORT

**EXPLORE**
School
Career Fit Quiz

**EXPERIENCE**
Work Experience
Volunteering

**BUILD SKILLS**
Pathways Training
VET
Traineeships
Apprenticeships

**GET READY FOR WORK**
Employment Service Provider
HDNWA

**EMPLOYMENT**
Inclusive Tourism & Hospitality Employer

**ONGOING SUPPORT**
HDNWA
Employer
Candidate
Provider

# WATCH OUR VIDEOS AND BE INSPIRED

**Banquet Attendant**
The Westin Hotel Perth

**Housekeeper**
AHS Hospitality

**Kitchen Hand**
The Good Company & Co

**Usher**
Perth Convention and Exhibition Centre

**Tourism Information**
Mandurah Visitor Centre

**Cruise Host**
Mandurah Cruises

**Maintenance Officer**
Esplanade Hotel Fremantle by Rydges

**Porter**
The Westin Hotel Perth

Can’t scan the QR code? Visit hdnwa.org.au/toolkit to watch the video.

The Hospitality Disability Network WA extends its heartfelt gratitude to all the businesses and people involved in developing this toolkit.






Image: Fremantle Markets

TOURISM & HOSPITALITY

WHERE ADVENTURE & OPPORTUNITY MEET

WESTERN AUSTRALIA

Western Australia’s tourism and hospitality industry is full of exciting and inclusive job opportunities.

Whether you're passionate about food, travel, culture or enjoy helping people there's a job role for you.

With flexible and welcoming workplaces, it’s a great way to meet people and build new skills - no matter your background or ability.

For more information and to see active job listings visit westernaustralia.jobs.