



# HOSPITALITY WORKERS

## Understanding your skills as the jobs in demand change

**Skills Match** on the Job Outlook website can help you identify skills from your past jobs, and to see how you can use these skills in a new job, to boost your job search even when looking in a different industry.

### Many in demand jobs require your skills

**Skills Match** helps you find occupations that need similar skills to the jobs you have had in the past.

Despite uncertainty around what job opportunities may be available, it is important to understand the skills you have built in past jobs and how you can use these skills in areas that might be in demand.

**Hospitality workers** often have the skills needed for these in demand jobs:



Checkout operators and shelf fillers



Carers, support workers and orderlies



Call or contact centre operators



Couriers and truck drivers



Commercial cleaners



Storepersons and stock clerks



Food trade and factory workers



Security officers and guards

## How employers find the workers they need

If you are looking for a job, try to keep an open mind and be as flexible as possible. For example, don't restrict your search to familiar industries. Consider industries and sectors that currently need more workers like transport and logistics, some segments of retail and wholesale trade, health care and some manufacturing industries.

Job opportunities can be found in many different ways. Many big employers only advertise on their own websites.

For other employers, be proactive in seeking employment by approaching employers directly (by email or by phone), checking social media, including Jobs Groups on Facebook, and reaching out through your network of family and friends.

**Recruitment methods** can vary and employers often use multiple approaches



**Company websites**

Often used to recruit checkout operators and shelf fillers



**Social media**

Often used to recruit pharmacy sales assistants



**Online job boards**

Often used to recruit couriers, truck drivers and storepersons



**Recruitment/employment agencies**

Often used to recruit couriers and truck drivers



**Word of mouth**

Often used to recruit couriers, truck drivers and checkout operators



**Contacted by job seeker**

Often used to recruit storepersons and checkout operators

## Know where your skills can help an employer

Employers will be looking for reliable and flexible workers, with good communication skills who can learn new tasks quickly and adapt to new work environments. When applying for a job, give examples from your work history which highlight these skills.

Take time to update your resume and cover letters, ensuring they are up-to-date and accurate. Consider asking someone to proofread and spellcheck for you.

Use **Skills Match** to build your resume and talk to employers about your experience.



**See skills you may have from your past jobs.**



**Get ideas for jobs that use your skills.**

## Further information

### JOB OUTLOOK

Helps you make decisions about study and training, or the next step in your career. Access Skills Match to find jobs suited to your past work experience and skills.

[joboutlook.gov.au](http://joboutlook.gov.au)

### What's Next?

Helps you decide what to do if you have been retrenched. Resources for finding a job, application and interview advice and looking after yourself.

[whatsnext.employment.gov.au](http://whatsnext.employment.gov.au)

### Jobs Hub

An up to date list of some of the businesses and organisations that are currently hiring and how to contact them, as well as the latest information on jobs by location.

[dese.gov.au/covid-19/jobs-hub](http://dese.gov.au/covid-19/jobs-hub)