



Public Notice of Approval of Application to Initiate Bargaining for a Proposed Fair Pay Agreement

Section 37 of the Fair Pay Agreements Act 2022

Proposed Fair Pay Agreement:	Hospitality Industry
Initiating Union:	Unite Union Incorporated
Application Number:	FPA01-001-2022
Decision:	APPROVED

I, the Chief Executive of the Ministry of Business, Innovation and Employment (MBIE), give notice that I have approved an application from the Initiating Union to initiate bargaining for a proposed fair pay agreement (FPA) under section 33 of the Fair Pay Agreements Act 2022 (the Act), for the Hospitality Industry, as described below in Part 2 of this Public Notice.

Part 1: Initiation test relied on

The Initiating Union's application relied on the 1,000 employees representation test for initiating bargaining under section 28(1)(a) of the Act. This test is met if at least 1,000 employees who would be within the coverage of the proposed FPA support the application to initiate bargaining.

The Initiating Union claimed support from 1,562 employees and provided information about those employees as required to support the application under section 31 of the Act. Using this information, MBIE selected a random sample of employees for the purpose of verifying the information provided by the Initiating Union.

Based on that sample verification, I was satisfied that the representation test under section 28(1)(a) of the Act had been met in that at least 1,000 employees within the proposed coverage support the application to initiate bargaining for a proposed FPA.

Part 2: Coverage of the proposed FPA for the Hospitality Industry

The proposed FPA is an industry-based agreement and covers only the occupations within the industry as described below.

Industry description

The industry covered by the proposed FPA is the Hospitality Industry. The Hospitality Industry includes accommodation, cafes, restaurants, takeaway food services, pubs, taverns, bars, clubs (hospitality), event catering companies, casino operations and motion picture exhibitions. It also includes labour supply services providing employees working at these establishments. The industry is further defined below with reference to ANZSIC codes.

H – Accommodation and Food Services

H 440000 – Accommodation: This class consists of employers mainly engaged in providing accommodation for visitors, such as hotels, motels and similar units.

Exclusions:

Employers mainly engaged in:

- a) providing accommodation under the Residential Tenancies Act 1986 is excluded.
- b) providing the accommodation types listed in the Residential Tenancies Act 1986 section 5 (1), subclauses (b), (c), (d), (e), (f), (g), (h), (i), (l), (n), (o), (p), (q), (r), (s), (u), (v), (w) and (x).

H 451100 – Cafes and Restaurants:

Definition: this class consists of employers mainly engaged in providing food and non-alcoholic beverage services for consumption on the premises. Customers generally order and are served while seated (i.e., waiter/waitress service) and pay after eating.

Clarifications:

Employers mainly engaged in:

- (a) Providing food ready to be taken away for immediate consumption are included in Class H 451200 Takeaway Food Services.
- (b) Selling alcoholic beverages for consumption on premises are included in Class H 452000 Pubs, Taverns and Bars.
- (c) Providing catering services at events is included in Class H 451300 Catering Services (see Catering (**H 451300**) for detail on specific exclusions).

Exclusion:

Employers mainly engaged in:

- (a) Operating theatre restaurants in establishments mainly engaged in providing live theatrical productions with food and beverages (classified under class R 900100 Performing Arts Operation).

H 451200 – Takeaway Food Services:

Definition: this class consists of employers mainly engaged in providing food services ready to be taken away for immediate consumption. Customers order or select items and pay before eating. Items are usually provided in takeaway containers or packaging. Food is either consumed on the premises in limited seating facilities, taken away by the customer or delivered. This class also includes employers mainly engaged in supplying food services in food halls and food courts.

Clarifications:

Employers mainly engaged in:

- (a) providing food services for consumption on the premises only are included in Class H 451100 Cafes and Restaurants.
- (b) providing catering services at events is included in Class H 451300 Catering Services (see Catering (**H 451300**) for detail on specific exclusions)

Exclusions:

Employers mainly engaged in:

- (a) retailing baked goods manufactured on the same premises (classified in Class C 117400 Bakery Product Manufacturing (Non-factory based))
- (b) retailing baked goods manufactured at other premises (classified in Class G 412900 Other Specialised Food Retailing).
- (c) retailing beer, wine or spirits consumption off the premises only (classified in G Class 412300 Liquor Retailing).

H 452000 – Pubs, Taverns and Bars:

Definition: this class consists of hotels, bars or similar employers (except hospitality clubs) mainly engaged in serving alcoholic beverages for consumption on the premises, or in selling alcoholic beverages both for consumption on and off the premises. These employers may also provide food services and/or present live entertainment.

Clarification:

Employers mainly engaged in:

- (a) operating hospitality clubs are included in Class H 453000 Clubs (Hospitality).

Exclusion:

Employers mainly engaged in:

- (a) retailing alcoholic beverages for consumption off the premises only (classified in G class 412300 Liquor Retailing).

H 453000 – Clubs:

Definition: this class consists of employers mainly engaged in providing hospitality services to members. These hospitality services include gambling, sporting and other social or entertainment facilities.

Clarification:

Employers mainly engaged in:

- (a) selling alcoholic beverages for consumption on premises are included in Class H 452000 Pubs, Taverns and Bars.

Exclusion:

Employers mainly engaged in:

- (a) operating sporting clubs (classified in Class R 911200 Sports and Physical Recreation Clubs and Sports Professionals).

R 920100 – Casino Operation:

Definition: this class consists of employers mainly engaged in operating facilities with a range of gambling services such as table wagering games and poker/gaming machines. Casino operations require a casino operator's license under the Gambling Act 2003, part 2, subpart 5.

Clarification:

Employers mainly engaged in:

- (a) operating hospitality clubs are included in Class H 453000 Clubs (Hospitality).

Exclusion:

Employers mainly engaged in:

- (a) providing betting on sporting events and totalisator services only (classified in Class R 920900 Other Gambling Activities).

J 551300 – Motion Picture Exhibition:

Definition: this class consists of employers mainly engaged in screening motion pictures using a variety of visual media. Included in this class are employers screening productions at festivals and other similar events.

N 721200 - Labour Supply Services

Definition: This class consists of employers mainly engaged in supplying their own employees to clients' businesses on a fee or contract basis. Assignments are usually temporary and performed under the supervision of staff of the client unit, at the client's work site.

Clarification:

Employers mainly engaged in:

- (a) Labour Supply Services are included in coverage when the controlling third party is included in coverage (i.e. the labour hire workers are doing hospitality work)

Event Catering Services (closest code H 451300).

Definition: This class consists of employers mainly engaged in providing catering services at events. This type of catering involves some form of interaction between the caterer and the final consumer of the catering services at the venue where the product is manufactured and/or sold.

Exclusion:

Employers mainly engaged in:

- (a) providing industrial scale catering services or food manufacturing where the final product is to be sold to a third party before reaching the final consumer (e.g. airline and hospital food catering services) are excluded from coverage.

Occupation descriptions

Below is a summary of the occupations, including the work or type of work within the industry coverage proposed:

Cafe or Restaurant Manager (closest code 141111)

Occupation label modified to include Fast Food Managers as their tasks align with Café or Restaurant Managers

Organises and controls the operations of a cafe, restaurant or related establishment to provide dining and/or catering services.

Alternative Titles:

- Food and Beverage Manager
- Restaurateur
- Fast Food Manager

Specialisations:

- Bistro Manager
- Canteen Manager
- Caterer¹
- Internet Cafe Manager

Tasks Include:

- planning menus in consultation with Chefs
- planning and organising special functions
- arranging the purchasing and pricing of goods according to budget
- maintaining records of stock levels and financial transactions
- ensuring dining facilities comply with health regulations and are clean, functional and of suitable appearance
- conferring with customers to assess their satisfaction with meals and service
- selecting, training and supervising waiting and kitchen staff
- may take reservations, greet guests, and assist in taking orders

141211 Caravan Park and Camping Ground Managers

Organises and controls the operations of a caravan park and camping ground to provide accommodation and leisure services. Registration or licensing may be required.

Tasks Include:

- taking reservations, registering guests, assigning accommodation, and collecting payments
- arranging cleaning and maintenance of caravans, cabins, amenities blocks, recreation facilities and grounds
- informing guests of local tourist attractions and recreational facilities
- attending to complaints lodged by customers
- liaising with local government to ensure compliance with laws, regulations, and ordinances
- may operate an on-site shop, cafe or restaurant for guests
- may act as licensee for the purchase and sale of liquor

¹ Caterers working for event catering companies are included.

Accommodation Managers (closest code 141311)

Occupation label modified to include Backpackers Manager and Guest House Manager, covered under 1419199 Accommodation and Hospitality Managers nec as duties align.

Organises and controls the operations of a hotel or motel to provide guest accommodation, meals and other services. Registration or licensing may be required.

Alternative Titles:

- Hotelier
- Publican

Specialisations:

- Duty Manager (Hotel)
- Resort Manager
- Backpackers Manager
- Guest House Manager

Tasks Include:

- directing and overseeing reservation, reception, room service and housekeeping activities
- supervising security arrangements, and garden and property maintenance
- planning and supervising bar, restaurant, function and conference activities
- observing liquor, gaming, and other laws and regulations
- assessing and reviewing customer satisfaction
- overseeing accounting and purchasing activities
- ensuring compliance with occupational health and safety regulations
- may provide guests with local tourism information and arrange tours and transportation.

Licensed Club Manager (closest code 141411)

Occupation label modified to include Casino Duty Manager (covered under 141999 Accommodation and Hospitality Managers nec) as duties align. Sporting clubs are excluded from industry coverage so "sporting" has been removed from the code definition.

Organises and controls the operations of a licensed club to provide food, beverages, gaming, entertainment and other amenities for members. Registration or licensing is required.

Alternative Title:

- Club Licensee

Specialisations:

- Gaming Manager
- Nightclub Manager
- Casino Duty Manager

Tasks Include:

- planning and supervising bar, restaurant and function services
- planning, booking and supervising, gaming and entertainment activities
- supervising security arrangements and property maintenance
- arranging member subscriptions
- observing liquor, gaming, health and other laws and regulations
- ensuring compliance with occupational health and safety regulations
- compiling and organising distribution of newsletters and other information to keep members informed of forthcoming events and facilities available
- assessing and reviewing member satisfaction and preferences
- liaising with community groups sponsored and assisted by the club
- selecting, training and supervising staff

Bed and Breakfast Employee (closest code 141911)

Occupation label modified to align with industry coverage

Works for a bed and breakfast to provide a short term, highly personalised accommodation and leisure service for guests including breakfast. Ensures guests' needs, wants and comfort are satisfied during their stay. Registration or licensing may be required.

Tasks Include:

- directing and overseeing reservation, reception, room service and housekeeping activities
- observing liquor, gaming, health and other laws and regulations

- monitoring quality at all stages of preparation and presentation of food and services
- controlling the selection, training and supervision of staff
- ensuring compliance with occupational health and safety regulations

Call or Contact Centre Manager (closest code 149211)

Occupation label modified to align with industry coverage

Organise and controls the operations of call or contact centre of a hospitality business.

Tasks Include:

- developing and reviewing policies, programs and procedures concerning customer relations and goods and services provided
- ensuring operational efficiency within a call centre
- providing direction and feedback to team members and assisting with recruitment
- managing, motivating and developing staff providing customer services
- planning and implementing after-sales services to follow up customer satisfaction, ensure performance of services purchased, and modify and improve services provided
- liaising with other organisational employers, service agents and customers to identify and respond to customer expectations

Customer Service Manager (closest code 149212)

Occupation modified to remove call centre tasks

Plans, administers, and reviews customer services and after-sales, and maintains sound customer relations.

Alternative Titles:

- Client Service Manager
- Service Manager

Tasks Include:

- developing and reviewing policies, programs and procedures concerning customer relations and goods and services provided
- providing direction and feedback to team members and assisting with recruitment
- managing, motivating and developing staff providing customer services

- planning and implementing after-sales services to follow up customer satisfaction, ensure performance of goods purchased, and modify and improve services provided
- liaising with other organisational employers, service agents and customers to identify and respond to customer expectations

149311 Conference and Event Organiser

Organises and coordinates services for conferences, events, functions, banquets and seminars.

Alternative Title:

- Event Manager

Specialisations:

- Event Planner
- Exhibition Organiser
- Wedding Coordinator

Tasks Include:

- promoting conferences, conventions and trade shows to potential customers
- responding to inquiries concerning services provided and costs for room and equipment hire, catering and related services
- meeting with clients to discuss their needs and outlining package options to meet these needs
- arranging and coordinating services, such as conference facilities, catering, signage, displays, audio-visual equipment, accommodation, transport and social events, for participants
- organising registration of participants
- negotiating the type and costs of services to be provided within budget
- overseeing work by contractors and reporting on variations to work orders

Cinema Manager (closest code 149912)

Code amended to remove Theatre Manager

Organises and controls the operations of a cinema. Registration or licensing may be required.

Tasks Include:

- planning and organising special functions, and entertainment activities and the range and mix of products, stock levels and service standards
- promoting and selling goods and services
- observing liquor, health and other laws and regulations
- developing and reviewing policies, programs and procedures concerning customer relations and goods and services provided
- promoting facilities, to potential customers
- controlling the selection, training and supervision of staff
- ensuring compliance with occupational health and safety regulations

Facilities Manager (closest code 149913)

Description modified to align with industry coverage. It is not intended to cover residential accommodation.

Organises, controls and coordinates the strategic and operational management of buildings and facilities in hospitality units to ensure the proper and efficient operation of all physical aspects of a facility, to create and sustain safe and productive environments.

Alternative Title:

- Building Manager

Tasks Include:

- filling out registration forms and providing guests with copies of rules
- cleaning common facilities, grounds and gardens, replacing light bulbs, checking fire hoses and extinguishers, and performing other cleaning and maintenance tasks
- notifying management and owners of buildings of the need for major repairs
- cautioning guests regarding excessive noise, disorderly conduct and abuse of property
- patrolling buildings to ensure security is maintained.
- purchasing cleaning supplies

351111 Baker

Prepares and bakes bread loaves and rolls.

Specialisation:

- Dough Maker

Tasks Include:

- checking the cleanliness of equipment and operation of premises before production runs to ensure compliance with occupational health and safety regulations
- checking the quality of raw materials and weighing ingredients
- kneading, maturing, cutting, moulding, mixing and shaping dough and pastry goods
- preparing pastry fillings
- monitoring oven temperatures and product appearance to determine baking times
- coordinating the forming, loading, baking, unloading, de-panning and cooling of batches of bread, rolls and pastry products
- glazing buns and pastries, and decorating cakes with cream and icing
- operating machines which roll and mould dough and cut biscuits
- emptying, cleaning and greasing baking trays, tins and other cooking equipment

351112 Pastrycook

Prepares and bakes buns, cakes, biscuits and pastry goods.

Specialisation:

- Cake Decorator

Tasks Include:

- checking the cleanliness of equipment and operation of premises before production runs to ensure compliance with occupational health and safety regulations
- checking the quality of raw materials and weighing ingredients
- kneading, maturing, cutting, moulding, mixing and shaping dough and pastry goods
- preparing pastry fillings
- monitoring oven temperatures and product appearance to determine baking times
- coordinating the forming, loading, baking, unloading, de-panning and cooling of batches of bread, rolls and pastry products
- glazing buns and pastries, and decorating cakes with cream and icing

- operating machines which roll and mould dough and cut biscuits
- emptying, cleaning and greasing baking trays, tins and other cooking equipment

Butcher or Smallgoods Maker (closest code 351211)

Description modified to align with industry coverage. Butchers in hospitality do not prepare meat for supply.

Selects, cuts, trims and arranges meat for sale, operates meat or smallgoods processing machines, or manages the processes in the production of smallgoods.

Tasks Include:

- preparing meat for sale by removing bones, trimming fat and cutting, mincing and grinding meat to shape and size for display or as ordered
- preparing crumbed cuts of meat, and marinating, seasoning and curing special cuts
- selecting and preparing meat to produce smallgoods
- operating machines to grind, mix, mince and tenderise meat
- making seasonings and pickles by mixing spices, salt and other ingredients
- operating sausage filling machines, smoking chambers, and cooking kettles and vats
- may assist in menu planning and scheduling, and in estimating food production costs

351311 Chefs

Description modified to align with industry coverage. Catering establishments have been removed

Plans and organises the preparation and cooking of food in a dining establishment.

Specialisations:

- Breakfast Chef
- Cafe Chef
- Chef
- Chef Apprentice
- Chef Assistant
- Chef de Partie
- Cold Larder Chef

- Commis Chef
- Demi Chef
- Executive Chef
- Executive Sous Chef
- Grill Chef
- Head Chef
- Junior Chef
- Pastry Chef
- Senior Chef
- Sous Chef
- Thai Chef
- Chef Indian
- Head Executive Chef

Tasks Include:

- planning menus, estimating food and labour costs, and ordering food supplies
- monitoring quality of dishes at all stages of preparation and presentation
- discussing food preparation issues with Managers, Dietitians and kitchen and waiting staff
- demonstrating techniques and advising on cooking procedures
- preparing and cooking food
- explaining and enforcing hygiene regulations
- may select and train staff
- may freeze and preserve foods

Cooks (closest code 351411)

Description modified to align with industry coverage. Fast food and takeaways were added, catering was removed.

Prepares, seasons and cooks food in a dining, fast food, or takeaway establishment.

Tasks Include:

- examining foodstuffs to ensure quality
- regulating temperatures of ovens, grills and other cooking equipment
- preparing and cooking food

- seasoning food during cooking
- portioning food, placing it on plates, and adding gravies, sauces and garnishes
- storing food in temperature controlled facilities
- preparing food to meet special dietary requirements
- may plan menus and estimate food requirements
- may train other kitchen staff and apprentices

Bartender (closest code 431111)

Occupation label modified to align with industry coverage, bar attendant is an archaic or foreign term, the current NZ term is Bartender.

Prepares, mixes and serves alcoholic and non-alcoholic drinks to patrons in a bar in a licensed establishment.

Alternative Title:

- Bar Steward

Tasks Include:

- preparing, serving and selling cocktails, mixed drinks, bottled, canned and other alcoholic and non-alcoholic beverages, and a variety of coffee beverages such as lattes, cappuccinos and other espresso-based beverages
- cleaning and maintaining bar service areas, coffee-making areas and espresso machines
- collecting payment for sales and operating cash registers
- promoting services and products
- washing glassware and arranging bottles and glasses
- tapping kegs and attaching supply lines
- replenishing drink dispensers, shelves and refrigerators
- selling light snacks
- selecting and grinding coffee

Barista (closest code 431112)

Description modified to include fast food.

Prepares and serves espresso coffee and other hot beverages to patrons in a cafe, coffee shop, fast food restaurant, restaurant or dining establishment.

Tasks Include:

- preparing, serving and selling cocktails, mixed drinks, bottled, canned and other alcoholic and non-alcoholic beverages, and a variety of coffee beverages such as lattes, cappuccinos and other espresso-based beverages
- cleaning and maintaining bar service areas, coffee-making areas and espresso machines
- collecting payment for sales and operating cash registers
- promoting services and products
- washing glassware and arranging bottles and glasses
- replenishing drink dispensers, shelves and refrigerators
- selling light snacks
- selecting and grinding coffee

Cafe Worker (closest code 431211)

Includes Café workers at fast food establishments.

Tasks modified to reflect industry coverage.

Sells and serves food and beverages for consumption on premises or takeaway in a cafe or similar establishment.

Alternative Titles:

- Cafe Assistant
- Cafe Attendant

Tasks Include:

- preparing and serving food and beverages for consumption on the premises
- taking customers' food and beverage orders

- operating cash registers, accepting payments and preparing sales invoices
- clearing away used dishes and cutlery from tables when customers are finished
- cleaning and preparing tables for use
- washing dishes, cutlery and cooking utensils
- cleaning cafe equipment such as coffee grinders, espresso machines and ice makers
- participating in stocktakes and assisting in putting away new stock
- providing backup to other cafe employees

Gaming Worker (closest code 431311)

Gaming Worker only includes casino workers. The term Dealer has been added for the role. Gaming Inspectors have been removed as they are regulated government employees.

Tasks modified to reflect industry coverage.

Provides gaming services within a casino.

Alternative Titles:

- Croupier
- Dealer

Specialisations:

- Gaming Pit Boss

Tasks Include:

- ensuring that games operating in the casino pit run smoothly
- monitoring cash drops to cashiers and chip transactions
- observing incidents and settling disputes arising at gaming tables
- dealing games in accordance with casino rules, policies and procedures and ensuring that bets are placed within the rules of the game
- checking that appropriate betting limit signs are in place
- checking playing cards
- verifying cash and colour chip change involving larger amounts

- advising patrons about the rules and etiquette of games
- counting the amount of cash chips in the float and entering a closer slip with the corresponding amount in the cash total
- calculating and paying winning bets

431411 Hotel Service Manager

Supervises and coordinates the activities of hotel service workers.

Alternative Title:

- Hotel Service Supervisor

Specialisations:

- Front Office Manager (Hotel)
- Head Housekeeper
- Head Porter (Hotel)
- Hotel Concierge
- Hotel Office Manager

Tasks Include:

- determining work requirements and allocating duties to Housekeepers, Luggage Porters and Doorpersons
- conferring with managers to coordinate activities with other organisational employers
- maintaining attendance records and rosters
- explaining and enforcing safety regulations
- overseeing the work of the unit and suggesting improvements and changes
- conferring with workers to resolve grievances
- may perform front office and hotel reception duties

Waiter (closest code 431511)

Casino waiters have been included as well as the Maître d' specialisation.

Serves food and beverages in a hotel, restaurant, club, casino or dining establishment.

Alternative Title:

- Food and Beverage Attendant

Specialisations:

- Drink Waiter
- Formal Service Waiter
- Silver Service Waiter
- Casino Waiter
- Sommelier
- Wine Steward
- Maître d'

Tasks Include:

- setting and arranging tables
- greeting customers and presenting them with menus and beverage lists
- taking orders and relaying them to kitchen and bar staff
- serving food and beverages
- opening bottles and pouring beverages
- clearing tables and returning dishes and cutlery to kitchen
- removing empty bottles and used glasses from tables, and refilling and replacing glasses
- collecting payments for sales and operating point of sales machines and cash registers
- may recommend wines to complement food.

Bar Useful or Busser (closest code 431911)

Modified to align with industry coverage. Dishwasher (covered under occupation 851311) has been moved from Kitchenhand to Busser as the duties make it a closer fit to the Busser role. Additional duties have been added to clarify.

Cleans and maintains public areas in a bar, hospitality club or dining establishment by collecting and returning dishes, cutlery and glasses to the kitchen or bar, wiping tables, bars and spillages, and emptying bins and ashtrays.

Alternative Titles:

- Bar Back
- Glassie
- Dishwasher

Tasks Include:

- serving food and beverages
- clearing used dishes, cutlery and glassware from dining and drinking areas
- replacing cutlery and glassware in anticipation of new diners
- refilling napkins, salt and pepper shakers
- refiling drinking glasses with water
- wipe down menus
- Washing dishes and cutlery
- Loading and unloading the dishwasher
- Taking garbage and trash out
- Washing work areas, refrigerators, cooking equipment, walls and floors

Doorperson or Luggage Porter (closest code 431912)

Tasks modified to align with industry coverage.

Assists guests in an accommodation establishment by attending to and carrying luggage, welcoming and escorting guests, and attending to their general needs on arrival and departure.

Tasks Include:

- supervising and coordinating the activities of hotel porters and other hotel staff
- explaining and enforcing safety regulations in hotels
- carrying luggage and escorting guests
- assist with baggage
- advises guests of in-house facilities and local attractions
- receives and distributes packages and messages to rooms
- may arrange cleaning and laundering of clothing
- may clean public areas
- may book tours, taxis and restaurants for guests

Accommodation Receptionist (closest code 542113)

Description, occupation label and tasks have been modified to include all Accommodation receptionists.

Greets and checks in guests and looks after their needs on arrival and during their stay in an accommodation establishment.

Specialisations:

- Reservations Clerk

Tasks Include:

- greeting and welcoming visitors, and directing them to the appropriate person
- arranging and recording details of bookings
- answering inquiries and providing information on the goods, services and activities of the organisation such as rates in the accommodation, make reservations for guests according to their needs, and also make sure that all reservations cancelled are effected immediately.
- answering, connecting and transferring telephone calls
- receiving and resolving complaints from guests and the public
- receiving and distributing correspondence, facsimile messages and deliveries
- maintaining the reception area
- advising on and arranging reservations and accommodation
- report issues of maintenance and malfunctioning appliances to the manager for quick repair
- may perform other clerical tasks such as word processing, data entry, filing, mail despatch and photocopying
- may book tours, taxis and restaurants for guests

Ticket Seller (closest code 639411)

Description and tasks modified to align with industry coverage.

Sells tickets and makes reservations for services such as admission to entertainment venues. May take tickets or assist in the use of self-check systems.

Tasks Include:

- receiving customers' requests, accepting payments, issuing tickets, receipts and change
- answering inquiries about charges, schedules, reservations, coming attractions and fares
- checking service availability and times, and making reservations
- contacting customers to cancel or confirm reservations
- organising displays of service availability, times, and other information
- collecting tickets and change

851111 Fast Food Cook

Prepares a restricted range of foods in a fast food establishment.

Tasks Include:

- taking and serving food and beverage orders, and receiving payment from customers
- preparing food such as hamburgers, pizzas, fish and chips
- washing, cutting, measuring and mixing foods for cooking
- operating cooking equipment such as grills, microwaves and deep-fat fryers
- cleaning food preparation areas, cooking surfaces and utensils
- ordering and taking delivery of fast food ingredients
- may arrange delivery of prepared food and beverages

Cook's or Chef's Assistant (closest code 851211 or 851299)

Codes combined for clarify

Assists a cook or chef by performing routine tasks in the kitchen such as preparing ingredients, and cleaning and storing equipment.

Specialisation:

- Bakery Assistant
- Pastrycook's Assistant
- Butcher's Assistant
- Chef's Assistant

- Cook's Assistant

Tasks Include:

- gathering food ingredients in preparation for cooking and serving
- gathering pots and pans in preparation for cooking food ingredients
- weighing and measuring ingredients
- washing, peeling, cutting, slicing and dicing ingredients for cooking and serving
- cutting and grinding meat, poultry and seafood in preparation for cooking
- removing cooked food from ovens and food warmers
- washing work areas, equipment, utensils, dishes and silverware
- storing food supplies, equipment, utensils, dishes and silverware in refrigerators, cupboards, pantries and other storage areas
- informing Foods Trade Workers when food supplies are low

Kitchenhand (closest code 851311)

Modified to align with industry coverage. The Dishwasher specialisation has been moved to Bar Useful or Busser (431911) as it more closely aligns with those duties.

Assists kitchen and service staff in preparing and serving food, and cleans food preparation and service areas.

Alternative Title:

- Kitchen Steward

Specialisations:

- Pantry Attendant
- Sandwich Hand

Tasks Include:

- cleaning kitchens, food preparation areas and sculleries
- cleaning cooking and general utensils used in kitchens and restaurants
- transferring, weighing and checking supplies and equipment

- assembling and preparing ingredients for cooking, and preparing salads, savouries and sandwiches
- packing food and beverage trays for serving
- cooking, toasting and heating simple food items

Accommodation Housekeeper (closest code 811411)

Modified to align with industry coverage and clarify that only Housekeepers who work in the Accommodation sector are within coverage.

Cleans, vacuums and mops floors, makes beds, and restocks mini bars and bathroom supplies in hotel and motel rooms and other accommodation premises.

Tasks Include:

- cleaning the interior of buildings and the immediate outside areas
- sweeping, mopping and polishing floors, vacuuming and shampooing carpets, and cleaning curtains and upholstered furniture
- dusting and polishing furniture, fixtures and fittings
- picking up rubbish, emptying garbage containers, and taking contents to waste areas for removal
- restocking minibars and replenishing items such as drinking glasses, writing equipment, linen and groceries
- stripping and making beds, and changing bed linen
- maintaining kitchens, washing dishes and cooking utensils, and cleaning appliances, cupboards, counters, pantries and floors
- picking up, sorting, washing, drying, ironing and mending linen and clothes

Laundry Worker (closest code 811511)

Modified to align with industry coverage to reflect only workers in Accommodation.

Sorts, cleans, irons, folds and packages linen, clothing and other garments in an accommodation laundry.

Specialisations:

- Folding Machine Operator
- Linen Sorter
- Uniform Room Attendant

Tasks Include:

- sorting articles for cleaning according to the type, colour, fabric and cleaning treatment required
- placing sorted articles into receptacles and onto conveyor belts for moving to repair and cleaning areas
- checking and removing stains from garments, and replacing buttons and making minor repairs
- loading and unloading washing machines, driers and extractors
- adding cleaning agents and starches to articles
- smoothing articles and guiding them through cleaning and pressing machines
- stopping and starting machines to untangle, straighten and remove articles
- ironing and pressing clean articles
- placing articles on shelves and hanging articles for delivery and collection

Caretaker (closest code 899111)

Modified to align with industry coverage by narrowing to only apply to Accommodation sector

Maintains and cleans an accommodation building, or caravan or holiday park and associated grounds.

Specialisation:

- Janitor

Tasks Include:

- cleaning common facilities, grounds and gardens, replacing light bulbs, checking fire hoses and extinguishers, and performing other cleaning and maintenance tasks
- notifying management and owners of buildings of the need for major repairs
- cautioning guests regarding excessive noise, disorderly conduct and abuse of property
- patrolling buildings to ensure security is maintained
- purchasing cleaning supplies

899311 Handy person

Cleans, paints, repairs and maintains buildings, grounds and facilities.

Specialisation:

- Hotel Yardperson

Tasks Include:

- repairing broken windows, screens, doors, fences, barbecues, picnic tables, shelves, cupboards and other items
- replacing defective items such as light bulbs
- repairing and painting interior and exterior surfaces such as walls, ceilings and fences
- clearing rubbish and leaves from driveways and grounds
- mowing lawns and cultivating gardens
- adjusting doors and windows
- replacing tap washers
- putting up handrails and grab rails

Car Park Attendant (closest code 899912)

Modified to align with industry coverage by adding specialisation and defining tasks

Operates and maintains a car parking facility by guarding cars in parking areas and collecting fees at car park entry or exit points. May drive and park cars, and operate boom gates.

Specialisations:

- Hotel Valet

Tasks Include:

- Take payment from and provide change to customers
- Field inquiries from customers
- Control entry and exit from car parks
- Monitor traffic flow and capacity of car parks
- Operate boom gates
- Drive and park cars

Ticket Collector or Usher (closest code 899921)

Modified to align with industry coverage by clarifying that Cinemas are included and listing tasks.

Collects tickets or admission passes and ushers patrons to their seats at a, cinema, entertainment, sporting or recreational venue, prepares the venue before an event and locks up premises afterwards.

Alternative Title:

- Venue Attendant

Specialisations:

- Entertainment Usher
- Gatekeeper
- Turnstile Attendant

Tasks Include:

- receiving customers' requests, accepting payments, and issuing tickets, receipts and change
- answering inquiries about charges, schedules, reservations, coming attractions and fares
- checking service availability and times, and making reservations
- contacting customers to cancel or confirm reservations
- organising displays of service availability, times and other information
- collecting tickets and change
- directing customers to their seats

Delivery Driver (closest code 732111)

Modified to align with industry coverage by clarifying that only Takeaway food services and Restaurant Delivery Drivers are covered.

Drives and delivers foods and goods to customers from restaurants or takeaway food services providers. Registration or licensing is required.

Alternative Title:

- Van Driver

Specialisations:

- Fast Food Delivery Driver or Restaurant Delivery Driver

Tasks Include:

- determining the destinations of goods and most appropriate delivery routes
- assisting with loading to ensure goods are arranged for ease of delivery and safely secured to avoid damage
- verifying loading documents
- arranging and performing deliveries and obtaining certification of deliveries
- reporting vehicle maintenance needs
- may receive payments for deliveries and arrange accounts
- delivery of food

Cleaner (closest code 811211)

Modified to align with industry coverage by clarifying that this only applies to cleaning in Hospitality

Cleans Accommodation, Food and Beverage, Casino and Cinema premises using cleaning equipment.

Tasks Include:

- vacuuming carpets, curtains and upholstered furniture
- cleaning, dusting and polishing furniture, fixtures and fittings
- removing rubbish and recyclable material, and emptying containers, bins and trays
- stripping wax from floors, re-waxing and polishing floors
- cleaning and disinfecting laundry and bathroom fixtures, replenishing supplies and reporting defective plumbing fixtures
- operating industrial vacuum cleaners to clean floors, work areas and machines
- removing dust and dirt from ceilings, walls, overhead pipes and fixtures
- applying acids and solvents to surfaces to remove stains and dirt
- may clean exteriors of buildings by applying solvents

Alarm, Security or Surveillance Monitor (closest code 442211)

Modified tasks to align with industry coverage

Monitors security alarms, CCTV and other surveillance equipment, and contacts supervisors, police or fire brigades if security is breached or fire is detected. Registration or licensing is required.

Tasks Include:

- patrolling and guarding properties, and checking for unauthorised entry
- providing escort for the transport of cash and other valuables
- maintaining order at venues
- conducting investigations
- advising on security requirements and recommending and designing security specifications
- monitoring CCTV systems for risks and reporting risks
- responding to alarms

Security Officer (closest code 442217)

Modified tasks to align with industry coverage

Patrols and guards Accommodation, Food and Beverage, Casino and Cinema property Registration or licensing is required.

Alternative Title:

- Security Guard
- Bouncer

Tasks Include:

- patrolling property and checking doors, windows and gates for unauthorised entry
- watching for irregularities such as fire hazards, malfunctions of machines and equipment, lights left on, leaking water pipes and unlocked security doors
- issuing security passes to authorised visitors and giving directions
- monitoring alarms and contacting supervisors, police and fire brigades by radio or phone if security is breached or fire is detected
- picking up and ensuring the safe delivery of cash, payrolls and valuables

- maintaining order at hospitality venues, including controlling public entry points.
- detecting and investigating theft and other unlawful acts carried out in hospitality establishments

Bus Driver (closest code 731211)

Modified to align with industry coverage by narrowing to cover only Bus Drivers working in Accommodation.

Bus and Coach Drivers drive buses and coaches to transport passengers over established and special routes. The occupation here listed only includes bus drivers working in the accommodation sector. Registration or licensing is required.

Specialisations:

- Minibus Driver

Tasks Include:

- stopping at set locations to pick up and set down passengers
- opening and closing doors before and after passengers board or alight
- controlling lighting, heating and ventilation on buses
- collecting fares and giving change and tickets, and monitoring electronic entry
- advising passengers on destinations
- maintaining conduct of passengers
- may use public address systems to provide information and tour commentaries for passengers
- may assist coach passengers with baggage and accommodation bookings
- may maintain, service and clean coaches

451111 Beauty Therapist

Provides skin analyses, facial therapies, skin-care treatments and body treatments such as massage to clients.

Specialisations:

- Electrologist (Hair Remover)

- Manicurist
- Nail Technician

Tasks Include:

- discussing client needs, analysing skin characteristics and advising on suitable skin care, treatments and application of make-up
- applying general cosmetic and corrective make-up
- performing manicures and pedicures including decorative nail art, application of artificial nails, nail repair, and other specialised hand and foot treatments
- performing facial and body treatments such as massages
- treating unwanted hair through waxing, bleaching, tinting, depilation and electrolysis
- evaluating beauty therapy processes and products
- receiving bookings, arranging appointments and maintaining client records
- providing advice on and selling cosmetic products

Cashier (closest code 631112)

Modified to align with industry coverage

Receives payments from customers, issues receipts, returns change due, and meets the public and explains charging and billing policy.

Tasks Include:

- issuing sales dockets and giving change
- maintaining supplies of change,
- counting and recording money received and balancing against register sales records, and preparing money for deposit in financial institutions
- operating a computer terminal to administer the store's financial transaction system
- cashing authorised cheques

Part 3: General information

- i. Unless the coverage of the proposed FPA changes during bargaining, the FPA will apply to:
 - a. each employee who, in relation to the FPA, will be a covered employee; and

- b. each employer who, in relation to the FPA, will be a covered employer (i.e. because it employs at least one covered employee).
- ii. Each covered employee and each covered employer (as at the date on which the application to initiate bargaining was approved) may be represented in the bargaining for the proposed FPA
- iii. A plain language explanation of next steps for bargaining can be viewed on Employment New Zealand webpage and in [The Fair Pay Agreements System: a guide for participants](#)



Carolyn Tremain

**Te Tumu Wharekarae mō Hikina Whakatutuki,
Chief Executive of Ministry of Business, Innovation and Employment**

Date: 29th May 2023