

# OCCUPATIONAL WELLBEING

## For Hospitality Workers



### WHY OCCUPATIONAL WELLBEING MATTERS

If you're working full time, you spend most of your waking hours at work.

**When you're satisfied with your job, you:**

- Feel more motivated and engaged
- Experience less stress and burnout
- Have better overall wellbeing
- Build valuable skills
- Create a fulfilling career

### FINDING MEANING IN YOUR WORK

#### Why hospitality matters

Hospitality is about so much more than serving food and drinks or providing accommodation.

#### You're:

- Creating memorable experiences for people
- Being part of celebrations and special moments
- Supporting your local community and economy
- Showcasing Tasmanian hospitality
- Building genuine connections
- Developing valuable life skills

#### Reconnect with your "why":

- What drew you to hospitality?
- What do you enjoy about your work?
- What makes a good shift feel great?
- How do you make a difference?

Hold onto these reasons, especially on tough days.

### CAREER GROWTH IN HOSPITALITY

Hospitality is an amazing industry to build your career in, and offers genuine career pathways across so many areas.

#### Front of house progression:

- Wait staff → Supervisor → Restaurant Manager → Operations Manager
- Bar staff → Bar Manager → Venue Manager
- Specialist roles (sommelier, mixologist)

Occupational wellbeing is about finding meaning, growing your skills, feeling safe, and achieving work-life balance.

### **Back of house progression:**

- Kitchen hand → Commis Chef → Chef de Partie → Sous Chef → Head Chef
- Pastry Chef pathway
- Kitchen Manager

### **Other pathways:**

- Events and Functions
- Hotel Management
- Training and Education
- Food and Beverage Management
- Business Ownership
- Tourism and Hospitality Consulting

---

## **UPSKILLING & DEVELOPMENT**

### **Certifications – some of these are compulsory for specific roles in hospitality:**

- RSA (Responsible Service of Alcohol)
- Food Safety Certificate
- First Aid Certificate
- Barista training
- Allergen awareness training

### **Advance your skills:**

- Certificate III in Hospitality
- Certificate IV in Hospitality Management
- Diploma of Hospitality Management
- Specialised training (wine, cocktails, coffee)
- Leadership and management courses
- Customer service excellence training

### **Learning opportunities:**

- Ask to shadow other roles
- Attend industry events and workshops
- Join hospitality associations
- Learn from experienced colleagues
- Watch online tutorials
- Read industry publications

---

## **WORK-LIFE BALANCE IN HOSPITALITY**

### **Yes, balance is possible.**

#### **Set boundaries:**

- You don't have to say yes to every shift
- Protect your days off
- Request rosters in advance when possible
- Communicate your needs clearly
- Don't feel guilty for having a life outside work

### **Manage your time:**

- Plan your week ahead
- Block out personal commitments early
- Use roster swaps when needed
- Make the most of split shifts (rest properly)
- Take your breaks – always

### **Use your leave:**

- Annual leave exists for a reason – use it
- Don't let leave accumulate out of guilt
- Plan holidays or staycations
- Regular time off prevents burnout

### **Signs you need better balance:**

- Constantly exhausted
- Resentful about work
- No time for relationships or hobbies
- Physical health declining
- Mental health suffering

**If this is you, something needs to change.**

---

## **WORKPLACE SAFETY & RIGHTS**

### **You have the right to:**

- A safe workplace (physically and psychologically)
- Proper training and equipment
- Fair treatment and respect
- Breaks and rest periods
- Freedom from harassment and bullying
- Speak up about safety concerns
- Refuse unsafe work

### **Physical safety:**

- Use proper lifting techniques
- Wear appropriate footwear
- Report hazards immediately
- Use equipment correctly
- Follow safety procedures

### **Psychological safety – a workplace where you can:**

- Be yourself without fear
- Ask questions
- Make mistakes and learn
- Speak up about concerns
- Disagree respectfully

## Dealing with workplace issues

### If you experience harassment or bullying:

1. Document everything (dates, times, what happened)
2. Tell the person to stop (if safe to do so)
3. Report it to your manager or HR
4. Contact Fair Work or your union
5. Seek support from EAP or counselling

You don't have to tolerate harassment, bullying, discrimination, or unsafe conditions.

### Difficult customers:

- Stay calm and professional
- Don't take it personally
- Get support from colleagues or managers
- Use de-escalation techniques
- Remove yourself if threatened
- Report aggressive behaviour

## CAREER DEVELOPMENT ACTION PLAN

### This month I will:

- Identify one new skill I want to learn
- Ask my manager about development opportunities
- Research one hospitality qualification or course
- Connect with a mentor or experienced colleague
- Set one career goal

### This year I will:

- Complete a professional development course
- Shadow a role I'm interested in
- Have a career conversation with my manager
- Update my resume
- Join a hospitality network or association
- Attend at least one industry event

## WORK-LIFE BALANCE ACTION PLAN

### This week I will:

- Take all my breaks
- Leave work on time when my shift ends
- Plan one activity outside work

- Get 7-8 hours sleep most nights
- Say no to one extra shift if I'm tired

### This month I will:

- Request my roster in advance
- Book annual leave for a break
- Protect one day per week as a non-negotiable day off
- Plan personal commitments and communicate them early
- Review my work-life balance honestly

## BUILDING YOUR SUPPORT NETWORK

### Connect with:

- Colleagues who understand hospitality life
- Mentors in the industry
- Industry groups and associations
- Online hospitality communities
- Former colleagues
- Friends outside hospitality (for perspective)

### Be a good colleague:

- Support your team
- Share knowledge
- Recognise others' efforts
- Be reliable
- Communicate clearly
- Help out when you can

**Don't settle for less. Invest in yourself, set goals, speak up, and take opportunities.**

**You've got this.**

## REMEMBER:

**Your career is what you make it. You deserve:**

- **To feel satisfied with your work**
- **Opportunities to grow and develop**
- **A safe and supportive workplace**
- **Work-life balance**
- **Recognition for your efforts**