

KNOW THE CAREER WORLD

Hospitality and Tourism Careers

By Dr Charles Mugaviri

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Purposeful Career Planning

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DEDICATION

I dedicate this book to the millions of teenagers in and from the African continent. May your lives be consumed by a deep desire to build leadership legacies that will unlock Africa's potential and greatness. Africa is too rich to be poor. You were born for a purpose. You were born to leave Africa a better continent than you found it. Don't disappoint and don't settle for less.

Acknowledgements

No task of this magnitude can ever be achieved without divine wisdom and knowledge. I would like to first and foremost acknowledge the LORD Almighty for granting me the love to inspire and empower my generation.

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I would like to also acknowledge the inspiration and motivation that I have received over the years from the legacy building individuals that I have worked with in the Church community, at the University of Zimbabwe and at LASOF Leadership Institute. Our journey together of inspiring and empowering thousands of learners to make purposeful career choices and become character based leaders ignited the desire and vision for this career guidance series.

Each learner, parent, school, company, government department, Church or NGO who came through our career and leadership programs in Zimbabwe and the wider African region has inspired us to continue the journey and they deserve special acknowledgement. You each made me believe this was a worthwhile cause.

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Introduction

The career world is diverse and dynamic. Before you make a career choice, it is important that you have an appreciation of the width and depth of the career world in terms of options that are available.

A career is a chosen pursuit, a profession or occupation requiring special training, followed as one's lifework. It is a path or course one chooses to follow to earn a living. It is the progression of one's working life or one's professional achievements, for instance a soldier or a teacher. A career is a course of successive situations that make up a person's occupation. A career is therefore doing what one does as a permanent occupation.

The term career is derived from the Latin word *carrera*, which means race. The verb was first attested in 1594 from the notion of a horse "passing a career" on the jousting field. A career is usually considered to pertain to remunerative work and formal education. One can have a sporting career or a musical career without being a professional athlete or musician, but most frequently "career" in the 20th century referenced the series of jobs or positions by which one earned one's money.

Career Cluster is a broad group of related career majors within an occupational interest area. They represent groupings of occupations and industries based on shared traits. There are sixteen (16) career clusters that cover all occupations.

This book focuses on the Agriculture, Food and Natural Resources career cluster.

Perspectives on career planning

One of the most important choices you have to make in your life time is selecting a career. This choice has far reaching implications and it has to be an informed choice. The quality of information you have determines the quality of decisions you make. This book is a tool designed to empower you to make an informed career choice that you won't regret in the future. In this introduction, we are going to share some perspectives that you need to take into account as you make use of this book.

Purpose perspective to career planning

Take a moment and think of the best footballer in your nation. Think also about your favourite local musician. Can you imagine the two of them switching places? How do you think the footballer would perform on the music stage and the musician in the football field?

We were all created and designed to fulfil a specific purpose in life. None of us was created to do everything. You have a life purpose that will bring out your best. That purpose is your life assignment. You need to choose a career that is aligned to that assignment. In fact your career should be an expression of that assignment. The platforms for expressing your purpose may vary from one season to another but the assignment itself does not change. Its expressions may also change but your purpose will remain a constant factor in life.

Many professionals today are not fulfilled and satisfied with their careers mainly because of a lack of purpose perspective in the manner they selected their careers. Your career should be an expression of who you are and it must be an opportunity for you to utilize your gifts, talents, passions and other latent abilities. This is why you must first know yourself well before you make your career choice. This question of self-knowledge is fully addressed in the book “Know Yourself: A Foundation for Career and Character Development” which is the first book in the Career Education series.

Dynamic perspective to career planning

You also need to appreciate the career world is so dynamic and ever changing. Did you know for example, that the top ten jobs in the world in 2010 did not exist in 2004? You need to be aware that some of the jobs that are on demand today may not be relevant in the future. Can you imagine what is happening to someone who invested all their time in developing a career that has to do with manufacturing or repairing manual type writers?

The dynamism of the career world means you need to be prepared to continuously develop new knowledge and skills that are relevant to the ever changing career world. Multi skilling is also important as you will have to adapt to the changing socio economic and political environment.

Please note the career listing in this book is not exhaustive. There are other careers that are not mentioned in this book under this career cluster. The ones listed here are only samples.

Local perspective to career planning

When making a career choice, invest effort in developing an understanding of the economic environment in your country as it has a direct bearing on the labour markets. You don't want to spend years developing knowledge and skills in an area where there are limited or no employment prospects. You need to have some insights in terms of employment trends in your local job market.

For example, a country like Zimbabwe did not have diamond mining until a few years ago. Today, however, diamond mining is redefining the economic terrain in ways that have far reaching implications in terms of new career opportunities. Diamond cutting, for example, is a new career pathway that had never been explored before but that is becoming a major area of

employment opportunity as Zimbabwe has the fourth largest diamond deposits in the world. We have other examples of countries in countries that have discovered oil deposits like Ghana. Such developments have far reaching economic implications that are reflected in new career opportunities.

Global perspective to career planning

We encourage all learning to also develop knowledge and an appreciation of regional and global economic and employment trends. There is a lot of migration of skills across nations and continents. Developments in other parts of the world will have some bearing on developments in your nation as well. It is wise to have a global perspective even when you are deciding to pursue your career locally.

In this book, we have looked at the Career world from both an African and global perspective. There will be many careers you may see that you have not heard about before. Some of them may be in your country but you have not been aware of it. Other listed careers may not be found in your country. This broad view should help you to appreciate local, regional and global trends in terms of the career world.

Entrepreneurial perspective to career planning

The rate of unemployment has been growing across the nations of Africa and the world. There is need to rethink the traditional approach to career planning and employment. It is important to observe that in most African nations the informal or Small to Medium Enterprises (SMEs) sector is growing rapidly. Many people are creating jobs for themselves and others instead of seeking and waiting for non-existent employment opportunities.

As you plan your career, you need an entrepreneurial perspective where you see yourself as a prospective employer not just an employee.

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Hospitality and Tourism Career Pathways and Sample Careers

Focus: Encompassing the management, marketing and operations of restaurants and other foodservices, lodging, attractions, recreation events and travel related services.

Cluster Summary: Careers in the Hospitality and Tourism cluster help people have a safe and good time when they are travelling or visiting new places. People in these occupations can work with food, sports, or amusement rides. They may work in restaurants, hotels or amusement parks. You can be a baker, flight attendant, travel agent or hotel manager and be in this career cluster.

Career Pathways	Sample Careers
Restaurants & Food/Beverage Services	General Manager •Food & Beverage Manager •Kitchen Manager •Catering & Banquets Manager •Service Manager •Dining Room Supervisor •Restaurant Owner •Baker •Brewer •Caterer •Dietician •Executive Chef •Cook •Pastry & Specialty Chef •Bartender •Restaurant Server •Banquet Server •Cocktail Server •Banquet Set-Up Employee •Bus Person •Room Service Attendant •Kitchen Steward •Counter Server •Wine Steward •Host •Research and Development Chef •Food/Beverage Wholesaler •Product Demonstrator •Personal Chef
Lodging	Front Office Manager •Executive Housekeeper •Director of Sales & Marketing •Chief Engineer •Director of Human Resources •Rooms Division Manager •Director of Security •Controller •Food & Beverage Director •Resident Manager •Director of Operations •General Manager •Regional Manager •Quality Assurance Manager •Corporate Management •Lodging Management •Owner or Franchisee •Uniformed Services Support •Communications Supervisor •Front Desk Supervisor •Reservations Supervisor •Laundry Supervisor •Room Supervisor •Bell Captain •Shift Supervisor •Sales Professional •Night Auditor •Front Desk Employee •Valet Attendant •Bell Attendant •Door Attendant •Concierge •Reservationist •Guestroom Attendant •Public Space Cleaner •House Person•Maintenance Worker •Van Driver

<p>Travel and Tourism</p>	<p>Executive Director •Assistant Director •Director of Tourism Development •Director of Membership Development •Director of Communications •Director of Visitor Services •Director of Sales •Director of Marketing and Advertising •Director of Volunteer Services •Director of Convention and Visitors Bureau •Market Development Manager •Group Sales Manager •Events Manager •Sales Manager •Destination Manager •Convention Services Manager •Heritage Tourism Developer •Travel Agent (Commercial & Vacation) •Event Planner •Meeting Planner •Special Events Producer •Nature Tourism Coordinator •Tour and Travel Coordinator •Tourism Marketing Specialist •Transportation Specialist • Welcome Centre Supervisor •Visitor Centre Counsellor •Tourism Assistant •Executive Assistant •Tour Guide •Tour Operator •Motor Coach Operator •Tour and Ticket Reservationist •Interpreter</p>
<p>Recreation, Amusements & Attractions</p>	<p>Club Manager •Club Assistant Manager •Club Instructor •Club Equipment & Facility Maintenance •Club Scheduler •Club Event Planner •Club Membership Developer •Parks & Gardens Director •Parks & Gardens Activity Coordinator •Parks & Gardens Access Management •Parks & Gardens Safety & Security •Parks & Garden Ranger •Resort Trainer •Resort Instructor •Resort Equipment Maintenance •Resort Scheduler •Gaming & Casino Manager •Gaming & Casino Supervisor •Gaming & Casino Dealer •Gaming & Casino Slot Supervisor and Maintenance •Gaming & Casino Security & Safety •Fairs/Festival Event Planner •Fairs/Festival Set up Supervisor •Fairs/Festival Facility Manager •Fairs/Festival Promotional Developer •Theme Parks/Amusement Parks Resale Department Manager •Theme Parks/Amusement Parks Area Retail Manager •Theme Parks/Amusement Parks Area Ride Operations Manager •Theme Parks/Amusement Parks Group Events Manager •Family Centres Manager •Family Centres Equipment Operator/Maintenance •Historical /Cultural/Architectural Ecological Industrial Sites Guides/Ranger •Historical or Cultural or Architectural Ecological Industrial Sites Exhibit Developer •Museums/Zoos/Aquariums Docent •Museum/Zoos/Aquariums Animal Trainer and Handler •Museums or Zoos or Aquariums Exhibit Developer</p>

Career 1: Adventure Tourism Operator

Adventure tourism operators guide and supervise tourists on exciting outdoor activities, up mountains, down rapids, and on biking trips through forests. They help make dreams come true for many people. Activities may include rafting, canoeing, diving, fishing, climbing, hiking, bungee jumping, sailing etc, and take place in a variety of outdoor locations. They also teach the skills necessary for these activities.

The function of adventure tourism operators is similar to that of regular tour guides, or eco tour guides. However, instead of showing people historically significant locations or guiding people on environmentally friendly camping trips, adventure tourism operators guide and supervise tourists on exciting, heart-thumping activities and tours.

State and provincial governments and municipalities generally support adventure tourism. As well as providing a new source of economic growth in these areas, adventure tour leaders are often key players in preserving natural resources, as well as promoting conservation. Often, adventure tours generate money for developing parks, environmental services, and for natural resource management. They sometimes even clean up the mess made by other people (some adventure tourism operators lead trips up Mount Everest with the object of removing empty oxygen canisters left on the mountain by climbers).

Adventure tourism operators are responsible for the safety of all of their clients during these activities. They make use of and maintain recreational equipment such as rafts and ropes.

Adventure tours are only some of the many tours offered by tour groups and travel agencies. But tourists who participate in trips with adventure tour guides are challenged in ways that tours to museums etc cannot provide.

Some fulfilling and satisfying aspects of this career

- interacting with people from all walks of life
- having fun and being paid for it
- challenging activities
- opportunities to travel
- opportunity for self-employment

Some demanding and challenging aspects of this career

- working long and irregular hours
- physically demanding work
- working with difficult and demanding customers
- potentially dangerous if the necessary safety precautions are not taken
- great responsibility for ensuring everyone's safety

Purpose Orientation

- have excellent communication skills
- passion for ecology, wildlife and nature
- work very well with different types of people
- capable of being original, creative and innovative
- planning and organisational skills
- patient and practical
- enthusiastic and energetic
- physically fit and strong
- able to remain calm in emergencies
- safety-conscious, responsible, trustworthy and reliable

School Subjects

Advanced Level Certificate meeting degree requirements for a degree course

Ordinary School Certificate meeting diploma requirements for a diploma course

Each University or College will have its own minimum entry requirements.

Compulsory Subjects: Mathematics

Recommended Subjects: Tourism, Information Technology, Accounting or Business Science, Geography

Training

There is no prescribed path for those who want to become adventure tour leaders. However, there are some recommended guidelines. It is a good idea to complete a university degree in geography, environmental science or environmental studies, or obtain a diploma in travel and tourism.

Employer

- tourism companies
- activity operators
- team-building activities
- tourist / game lodges
- holiday resorts
- amusement parks
- self-employment

Career 2: Baggage Handlers or Porters

The main responsibility of baggage handlers is to transfer suitcases, packages, and baggage for travellers.

Baggage handlers in hotels may also be responsible for assisting guests with information regarding excursions, routes, and rates of local transport, shops and entertainment in the area. Additional duties could include: making travel arrangements for guests; providing a key service; and ensuring that hotel guests receive their mail.

Some fulfilling and satisfying aspects of this career

- dealing with people
- some variety of work

Some demanding and challenging aspects of this career

- working odd hours and shifts
- dealing with difficult and demanding people

Purpose Orientation

A baggage porter should:

- have a good memory;
- have a smart appearance and good manners;
- be alert and flexible;
- be familiar with the town and surrounding areas;
- have a knowledge of foreign-exchange transactions;
- know the laws in respect of the accommodation of tourists;
- be good at languages and being able to communicate with people.

School Subjects

No specific school requirements are necessary to enter this career

Compulsory Subjects: None

Recommended Subjects: Languages

Training

The baggage porter receives in-service training to perform his duties effectively.

Employer

- The hotel industry
- The travel industry e.g. at airports

Career 3: Baker

Large bakeries today are completely mechanized and in many cases, fully automated. The baker in these plants supervises employees who operate the machinery, which mixes, moulds, proves, bakes, cools and wraps products.

In small bakeries, more work is done by hand with fewer mechanical devices. This involves selecting the amount and type of flour, yeast and other ingredients and shaping the dough. If necessary, the product is left for a while to prove or rise in the case of bread dough. The product is put into pans and then into ovens to bake.

Confectionery allows for more specialisation and variation than does bread. Many different products, such as tarts, pies, pastries, biscuits, cakes and cookies, can be made, sometimes on a large scale. There is a range of occupations in the baking industry, from the unskilled worker to graduates.

Bakers work with recipes and formulae and flour, yeast, sugar and other ingredients used in manufacturing baked products. There are many instruments used, such as those to measure weights and mass, as well as volume, humidity and time mixers, dividing machines, moulders, provers, ovens and other equipment used to produce baked products, besides pans, bowls and other bakery utensils.

Work environments are varied as kitchens differ according to the type of institution, such as bakeries, hospitals, restaurants, hotels or educational institutions.

Some fulfilling and satisfying aspects of this career

- usually good working conditions and steady employment
- working with people
- satisfaction of seeing the result of your work
- the opportunity to become self-employed

Some demanding and challenging aspects of this career

- routine nature of the work
- standing for hours at a time
- having to work holidays, nights and weekends
- working in a hot environment

Purpose Orientation

A baker should:

- be willing to perform repetitive tasks
- enjoy working in kitchens
- be artistic - confectioners do decorative work
- be able to get along well with others
- be neat, orderly and able to organize well
- have good health and physical stamina
- have finger and hand dexterity
- be scientifically and technically inclined
- have a good knowledge of basic science and arithmetic for modifying recipes and formulae

School Subjects

Ordinary Level Certificate

Compulsory Subjects: None

Recommended Subjects: Hospitality Studies, Consumer Studies

Training

In-Service Training:

Major baking groups offer in-service training.

Employer

- large and small wholesale and retail bakeries
- establishments that serve food, such as hotels, hospitals, restaurants and educational institutions
- chain stores
- self-employment, setting up own bakery

Career 4: Bakery Technologists

Bakery technologists apply their knowledge of chemistry, biochemistry, microbiology and bakery technology to maintain and improve the quality of baked products.

Bakery technologists are responsible for controlling quality from raw-material stage to the end product. They test products at various stages of processing.

They conduct research on improving baking methods for mass consumption and develop more efficient ways of storing, packing and distributing products to eliminate or at least reduce spoilage.

They also train production staff in various aspects of bakery technology and supervise staff to ensure proper application of the techniques.

Some fulfilling and satisfying aspects of this career

- good working conditions
- working with people
- the satisfaction of finding better methods of baking and storage

Some demanding and challenging aspects of this career

- routine work in quality control
- working in a hot environment

Purpose Orientation

A bakery technologist should:

- have a scientific and technical aptitude;
- have baking knowledge and skills;
- be able to work with people in a team and supervise them;
- make accurate observations;
- execute experiments meticulously.

School Subjects

Advanced Level Certificate meeting degree requirements for a degree course

Ordinary School Certificate meeting diploma requirements for a diploma course

Each University or College will have its own minimum entry requirements.

Compulsory Subjects: Mathematics, Physical Sciences

Recommended Subjects: Life Sciences, Consumer Studies

Employer

- large wholesale and retail bakeries
- Self

Career 5: Bar Steward

Bar stewards or bartenders serve alcoholic and non-alcoholic drinks to customers or prepare drinks which waiters serve to customers. They mix drinks according to standard recipes or customer requests and usually collect payment for the drinks.

Bar stewards keep their bars well supplied with spirits, beer, mixers, garnishes, ice and other supplies. They also clean and arrange glasses, bottles and mixers in an attractive yet convenient way. In addition the bar itself must be kept spotlessly clean.

Bar stewards need to know what type of glass each kind of drink is served in. They play a vital role in the running of any restaurant, hotel or bar. They deal directly with customers and should understand how to make people feel welcome and recognize them when they return.

Some fulfilling and satisfying aspects of this career

- getting tips from customers
- working with people
- being able to get a job with little education
- getting to meet some interesting people

Some demanding and challenging aspects of this career

- tiring, being on your feet for long periods
- limited prospects for promotion
- dealing with difficult or over-demanding customers
- taking drinks orders at large tables or a number of tables at the same time
- irregular and sometimes very long working hours
- may not be very lucrative

Purpose Orientation

A barman should:

- have a pleasant personality;
- enjoy meeting all kinds of people;
- be patient, diplomatic and even-tempered;
- present a neat appearance;
- be able to work quickly and accurately;
- be able to stand for hours at a time;
- be able to lift heavy boxes.

School Subjects

No specific high school requirements are necessary to enter this career but it is recommended that candidates have a basic knowledge of arithmetic to be able to add up customers' orders.

Compulsory Subjects: None

Recommended Subjects: Mathematics, Accounting, Languages, Hospitality Studies

Training

On-the-job training

Employer

- Restaurants and cafeterias
- Hotel dining rooms
- Private clubs
- Bars and cocktail lounges
- Casinos
- Other establishments that serve drinks

Career 6: Butchers or Meat Cutting Technicians

Butchers or meat cutting technicians cut, prepare and sell meat in a butcher's shop or a supermarket. They order the animal carcasses from the wholesalers and package meat for display in refrigerators.

Butchers usually break down and bone animal carcasses to saleable cuts of meat for customers and cut and tray different styles and types of meat for display and sale. Some butchers wrap and weigh selected meat, for example steak, roasts or sausages. They need to ensure that meat products are cut to company and customer specifications.

They may make mince, sausages and other small goods. They also cure, pickle, dry-curry and smoke meat. They mix brines, phosphate and nitrate solutions to cure the meat. Intestines are cleaned and soaked to use as sausage casings. The waste from slaughtering operations, such as cartilage and tendons, are used for pet food.

Butchers often help customers to choose meat products and give advice on uses and cooking methods.

Butchers also help to train other staff and are involved in forecasting customer needs and planning future meat requirements. They need to maintain a hygienic working environment, sharpen and maintain knives and butchery equipment and do stock-taking.

Butchers need to have skills in handling, preparing and presenting meat products. They need to have customer service and listening skills, and organizational ability. They also need to be able to calculate how much meat they need to get from a carcass in order to cover costs.

They need to know about different cuts and grades of meat, methods of cooking it and how long it will remain fresh. They need to know how to use knives and other butchery equipment safely. They should also be familiar with food hygiene legislation and regulations.

A significant change in the meat retail industry in recent times has been the growth in boning and cutting wholesalers. Wholesale butchers break down the carcass and box it, and the meat retailer orders boxed cuts from the wholesalers. As a result many retail butchers no longer need to break down and bone whole animal carcasses before cutting the meat into customer and company specifications. Despite this change, cutting and boning skills remain important for butchers and continue to be part of the training that butchers receive.

Butchers use knives and saws for cutting and trimming. They use machines for mincing,

grinding, slicing and weighing. They also use automatic wrapping machines and safety equipment such as gloves.

Although butchers' workplaces are usually clean and sterile, they often become messy and bloody as a result of working with animal carcasses. The processing room is also cold, with the temperature usually around 10 degrees.

Butchers usually work regular hours, but they are often required to start early in the morning. Butchers who work in supermarkets often work weekends and at least one late night a week. They work in butchery shops or in the butchery department of a supermarket. Some butchers may do local deliveries, but otherwise there is very little travelling involved.

Butchers work as part of a team and may have a lot of contact with the public. They may also supervise assistants or trainees and often have contact with meat wholesalers, especially if they are managing a meat department or running their own business.

Some fulfilling and satisfying aspects of this career

- being able to work at your own pace
- meeting and serving all kinds of people
- working with your hands
- the potential of owning your own business

Some demanding and challenging aspects of this career

- working long hours to purchase, prepare or process meat
- coping with the sights, sounds and smells of a butchery can be taxing
- working with dangerous machinery and tools

Purpose Orientation

- enjoy working with people and good customer relations
- friendly and helpful
- managerial skills
- keen business sense and flair for figures
- careful, accurate and safety-conscious
- able to follow instructions, but also able to use initiative
- good hand-eye coordination
- good health and able to stand on feet for long periods
- reasonable strength

School Subjects

- Advanced Level Certificate

- Ordinary Level Certificate for training at the Apex Training Centre

Compulsory Subjects: None

Recommended Subjects: Life Sciences, Mathematics, Accounting

Many employers prefer learner butchers to have at least three years of secondary education in order to begin training. Pre-employment courses in meat retailing are also available.

Training

Diploma in Food Service Management

Most butchers enter this career by working as a learner and complete diplomas and/or certificates while on the job.

Employer

- conventional butcheries
- retail stores and national supermarket chains
- canning factories
- cold storage operations
- hospitals and educational facilities, with residences
- hotels
- self-employment, with enough experience and capital, can start own butchery

Career 7: Caretaker

Caretakers are responsible for looking after buildings such as hotels, office blocks, flats or shopping centres and maintaining them in a clean and orderly condition. They ensure that the air-conditioning, boilers, and facilities are kept in good working order.

The caretaker is also responsible for supervising: cleaning of hallways, stairs and offices; emptying of waste-paper bins and garbage collection; painting; plumbing repairs; electrical wiring; replacing air-conditioner filters; notifying management of the need for major repairs or additions to lighting, heating and ventilation equipment; mowing lawns and trimming hedges and shrubs.

In addition to these general maintenance duties, the caretaker is responsible for cautioning tenants regarding complaints about excessive noise, disorderly conduct, or misuse of property. They also advertise vacancies and show flats and offices to prospective tenants.

Some fulfilling and satisfying aspects of this career

- variety of work
- generally low stress
- dealing with people

Some demanding and challenging aspects of this career

- dealing with theft of items and tenants' complaints
- trying to keep within budget on expenses and cost of repairs

Purpose Orientation

A caretaker should:

- be responsible;
- have integrity;
- have good supervisory and organisational skills;
- have good interpersonal and communication skills;
- be firm but friendly.

School Subjects

No specific requirements.

Compulsory Subjects: None

Recommended Subjects: None

Training

Experience and knowledge are gained through in-service training. However, previous training and experience in a trade, such as a plumber, electrician, etc. or experience in a supervisory or managerial position, would be advantageous.

Employer

- companies that own office blocks
- hotels
- owners of blocks of residential accommodation
- holiday flats and cottages
- self-employment, some caretakers look after several buildings on a freelance basis

Career 8: Caterer

Caterers provide food and refreshments and, in most cases, the necessary cutlery and related catering equipment for luncheons, wedding receptions and other large gatherings.

More importantly, they often help clients to plan these social gatherings, choose the colour scheme and sometimes a particular theme, set reasonable limits on the guest lists and plan the details of the menus, while making every effort to stay within budget.

Caterers give directions to, and supervise, assistants who prepare and serve the food and refreshments, and they may also be involved with the food preparation themselves.

Caterers plan the arrangement of tables so that guests will not be crowded as they serve themselves (at buffets) or sit down to enjoy their meal. They ensure the tables are well laid and decorated. Caterers may also arrange flowers, candles, other table decorations and organize the hiring of bartenders and entertainment for these gatherings.

Some caterers own and often manage a mobile catering service or dining rooms, cafeterias or restaurants, in hotels, department stores, factories, schools, hospitals and private country clubs.

Some fulfilling and satisfying aspects of this career

- the possibility of being self-employed
- offering quality food and service to the public
- usually working in pleasant surroundings
- meeting many different kinds of people

Some demanding and challenging aspects of this career

- working under pressure
- working long and irregular hours
- trying to please disagreeable customers
- providing quality service while staying within the budget

Purpose Orientation

A caterer should:

- have good business sense
- enjoy food preparation
- be responsible, poised and self-confident
- get along easily with other people
- care about people and their needs

- have good organizational skills and able to make decisions
- have initiative, courage and some artistic flair
- set high standards and stick to them
- be able to supervise the work of others
- have physical stamina and common sense
- be able to take pressure and hard work

School Subjects

Advanced Level Certificate meeting degree requirements for a degree course

Ordinary Level Certificate meeting diploma requirements for a diploma course

Each University or College will have its own minimum entry requirements.

Compulsory Subjects: None

Recommended Subjects: Mathematics, Hospitality Studies, Physical Sciences, Visual Arts, Consumer Studies

Training

Degree: Food Science

Diploma in Food Technology

Diploma in Hotel or Hospitality Management

Some Hotel Industries Training Boards provide in-service training, including the following courses:

- Hotel management (3 years)
- Commercial catering and restaurant management (CBMT)
- Supervisory course
- Facilitator's course
- Professional cookery (3 years)
- On-the-job instruction course

Several cooking and chef schools offer appropriate training, from one to three year courses.

Some schools focus on innovative cooking skills, whereas others offer a more rounded approach to cooking, service and catering management.

Employer

- Hotels
- Restaurants

- Guesthouses
- Hospitals
- Schools, universities with hostels
- Contract caterers
- Government departments
- Self-employed, with own catering business

Career 9: Cheese maker

Cheese makers make and shape cheeses from milk and other ingredients. They follow recipes for making cheeses, measure and mix the ingredients, including the starter culture (micro-organisms which curdle the milk) and any flavouring.

The craft of making cheese dates back at least 4,000 years. Archaeological evidence exists of cheese making by the ancient Egyptian civilisations.

To make cheese, the cheese maker warms milk in a cheese vat to the temperature required to promote growth of the bacteria that bring about fermentation or curdling of the milk. Cheese makers choose starter cultures to give a cheese its specific characteristics. When the cheese maker makes a mould-ripened cheese such as Stilton, Roquefort or Camembert, mould spores (fungal spores) may be added to the milk in the cheese vat, or can be added later to the cheese curd.

Tasks of the cheese maker include taking product samples for testing, controlling the cooking of the cheeses, inspecting and cleaning the equipment and checking that the cheeses are shaped or cut to the right size and weight. They check the maturation times of the cheeses and that the matured cheeses have the correct texture and taste. Cheese makers are also responsible for keeping records of the ingredients used and the production dates.

Cheese makers work indoors in a clean environment. They use separating and cooking equipment, weighing machines, computerised and other electrical equipment, laboratory testing equipment etc, and wear protective clothing.

Some fulfilling and satisfying aspects of this career

- working as part of a team
- working with your hands
- rendering an important service in the food industry

Some demanding and challenging aspects of this career

- physically demanding, mostly on one's feet
- conditions may be hot, damp, cold or noisy
- having to work shifts over weekends and holidays

Purpose Orientation

- technical and mechanical skills
- able to follow instructions

- able to make basic calculations and keep accurate records
- eye for detail
- practical and accurate

School Subjects

Compulsory Subjects: None

Recommended Subjects: Life Sciences

Training

Cheese factories offer in-service training

Employer

- cheese factories
- speciality food shops
- can own one's own factory

Career 10: Chef

Chefs are responsible for the planning, preparation and presentation of food in restaurants and hotels. They must know for whom they are catering and plan the service and menu accordingly.

Their work may vary from the preparation of traditional dishes to take-aways and also depends on the nature and size of the restaurant, hotel or guesthouse.

Chefs plan and develop menus, decide on the day's speciality and estimate the amount of food needed. They compute the cost of food, purchase food supplies, prepare food or supervise and coordinate the preparation of food by cooks and other kitchen staff and then check the quality of food prepared.

They give instructions on the sizes of the portions and supervise the arrangement of the food on platters and plates. They organize the cleaning of the kitchen and ensure that high-quality service and food are provided at all times, while maintaining hygienic standards.

They may be required to hire and train the cooks who work in the kitchens with them. The 'Chef de Cuisine' or head chef is in charge of the kitchen and is also responsible for the preparation of food, cost accounting, for compiling lists and ordering perishable and dry products; and to see to it that all equipment is clean and in working order.

The 'Sous Chef' or second chef assists the head chef and the 'Chef de Partie' is a departmental head in charge of a team of cooks and kitchen workers. The "Chef de Partie" is responsible for the preparation of all meat dishes and sauces, as well as all vegetables and associated foods such as salads, cold foods, cakes, fruit dishes and various types of soup. This chef also approves every dish that leaves the kitchen and decides what the day's speciality should be.

Smaller restaurants usually have only one chef or cook, who prepares all the food with the help of a short order cook and one or two kitchen helpers.

Although today's freezing facilities and microwave ovens allow for partial preparation of dishes beforehand, special dishes require special skills from a chef. Many chefs have earned fame both for themselves and the hotels and restaurants where they work, because of their skill in creating new dishes and improving familiar ones.

Some fulfilling and satisfying aspects of this career

- opportunities to be creative
- working as part of team

- knowing your work contributes to the success of the establishment
- being asked for recipes
- receiving compliments

Some demanding and challenging aspects of this career

- the pressure and stress of rush hours
- long hours of standing and walking
- working evenings, holidays and weekends
- dealing with dissatisfied or overly critical customers

Purpose Orientation

A chef should:

- have a flair for and interest in baking and preparing foodstuffs
- have creative and artistic talent
- have a keen sense of taste and smell
- have physical stamina to stand for hours at a time
- have a high regard for personal hygiene and cleanliness
- be able to use own initiative, with minimum supervision
- have organizational ability, but also be flexible
- be interested in learning and adapting to an ever changing market's expectations
- work well with others
- work well under pressure
- communicate ideas clearly
- have a good memory and eye-hand coordination

School Subjects

Advanced Level Certificate meeting degree requirements for a degree course

Ordinary Level Certificate meeting diploma requirements for a diploma course

Each University or College will have its own minimum entry requirements.

Compulsory Subjects: English

Recommended Subjects: Hospitality Studies, Physical Sciences, Mathematics, Consumer Studies

Training

Chef and Assistant Chef course

Food Management / Services, Food Technology and Catering Studies

Hospitality Management courses

In-service training that includes:

- Hotel management (3 years)
- Commercial catering and restaurant management
- Supervisory course
- Facilitator's course
- Professional cookery (3 years)
- On-the-job instruction course

Several cooking schools offer appropriate training, from one to three year courses.

Employer

- Hotels
- Restaurants
- Guesthouses
- Hospitals
- Schools, universities and universities of technology
- Contract caterers
- Government departments
- Self-employed

Career 11: Cleaner

A cleaner maintains offices, hospitals, schools, apartments, educational institutions, hotels and leisure resorts in a clean and orderly condition. Commercial cleaning companies usually employ them.

Cleaners generally work in a team and perform a variety of tasks, including: cleaning floors, windows and walls; vacuuming carpets; dusting furniture; emptying dustbins; polishing desks in offices; changing linen in hotels, resorts and hospitals.

Cleaners operate electrical vacuum cleaners, use manual cleaning equipment such as mops and brooms and employ chemical cleaning agents to accomplish their tasks. They may work in the evening or early morning because most offices have to be cleaned while the personnel are not there. Some buildings, such as hospitals and hotels, require 24-hour maintenance resulting in shift work for the cleaner.

Some fulfilling and satisfying aspects of this career

- making sure that people's working and living environments are clean and comfortable
- virtually being your own boss

Some demanding and challenging aspects of this career

- working long, irregular hours
- working mostly alone
- not very good pay

Purpose Orientation

A cleaner should:

- be physically fit;
- be courteous, tactful and neat when in contact with the public;
- follow instructions precisely;
- be willing to do shift work;
- be able to tolerate the monotony of the job;
- be honest and can work without supervision.

School Subjects

No specific requirements.

Compulsory Subjects: None

Recommended Subjects: Consumer Studies

Training

Commercial cleaning companies offer in-service training.

Employer

- commercial cleaning companies
- businesses
- educational institutions
- government departments
- hospitals
- hotels
- leisure resorts

Career 12: Dietician

Dieticians, also known as nutritionists, apply the science of human nutrition to influence the eating behaviour of individuals, groups and communities, and select food to promote and maintain health and to prevent and treat illness and disease. Nutritionists are usually limited to advising the general public about correct eating habits for health. Dieticians use their skills and knowledge to modify diets in order to treat medical conditions.

Career channels for dieticians are fairly varied and include the areas of employment listed below:

Hospital work, which includes:

Administrative dieticians plan meals, train supervisors and perform administrative tasks

Therapeutic dieticians plan special diets according to the doctors' prescriptions

Clinical dieticians plan diets for outpatients

Educational dieticians instruct nurses, medical and dental students

Quantity catering: Industries, government departments, orphanages, old age homes, etc. where quantity cookery is undertaken making use of the knowledge of dieticians

Teaching: they may be appointed as teachers, giving instructions in Home Economics

Educational dieticians lecture at universities, universities of technology, and training colleges and are also responsible for the practical training of food production personnel

The media: dieticians can be employed as journalists to write articles for newspapers and magazines, perform demonstrations on radio and television or represent firms

Health authorities formulate policies concerning nutrition and plan and monitor strategies to execute official policy.

Community nutritionists render an advisory service to state-subsidised institutions in providing the public with information on good health and the prevention of nutrition-related diseases

Food service managers compile menus and catering services for industries, government departments, orphanages, old age homes, etc. where quantity cookery is undertaken.

Consulting dietitians: work in private practice and are available to doctors, hospitals and the public.

Some dietitians have a high level of contact with the public.

Some fulfilling and satisfying aspects of this career

- a variety of jobs and specialities available
- working with people and helping others
- being part of the health care profession

Some demanding and challenging aspects of this career

- having to work with uncooperative or unpleasant people
- fairly low salaries compared to other health care professionals

Purpose Orientation

A dietitian should:

- be interested in helping people;
- be able to get along well with others;
- be calm and self-assertive;
- have organisational and leadership ability;
- have scientific aptitude;
- be interested in good health, food and diets;
- be able to influence and motivate people.

School Subjects

Advanced Level Certificate meeting degree requirements for a degree course

Each University or College will have its own minimum entry requirements.

Compulsory Subjects: Mathematics, Physical Sciences

Recommended Subjects: Life Sciences, Home Economics

Training

Degree: BSc (Med) Hons Dietetic.

Employer

- Hospitals, nursing homes, clinics and other health care facilities
- Educational institutions
- Industrial concerns

- Government departments
- Nutrition research laboratories / units
- Medical research councils
- Food industry
- Hotels
- Self-employed (consultant in private practice)

Career 13: Domestic Personnel

Domestic personnel see to the needs of residents of hostels, hotels, residences, children's homes and old age homes.

Domestic assistants work long hours and the duties are mainly routine. They often start work very early each morning. Their duties include: preparation and serving meals, washing up crockery etc. and cleaning the kitchen, collecting and washing soiled linen, mending and keeping a record of sheets, pillowcases, curtains and towels.

Some fulfilling and satisfying aspects of this career

- maintaining a clean and healthy environment for others
- job opportunities

Some demanding and challenging aspects of this career

- routine and sometimes dirty work
- demanding or unfair employers and/or guests
- doing physically tiring and exhausting work

Purpose Orientation

A domestic assistant should:

- be responsible;
- be willing to take orders;
- be physically fit and healthy;
- be reliable and honest;
- be friendly.

School Subjects

Ordinary Level Certificate.

Compulsory Subjects: None

Recommended Subjects: Consumer Studies

Training

Experience and knowledge are gained through in-service training.

Short courses in first-aid and food preparation are valuable.

Employer

- Schools

- University residences
- Youth and other hostels
- Children's homes
- Homes for the aged
- Hotels

Career 14: Dry Cleaner and Laundry Worker

A dry cleaner uses knowledge of cleaning processes and solvents, fabrics and colours to clean clothing, curtains and other materials.

The work entails operating automatic dry-cleaning machines by:

- loading articles for cleaning;
- manipulating switches and levers;
- operating the extractor that removes excess solvent;
- tending the tumbler that dries the articles;
- removing the odour of solvent;
- draining dirty solvent;
- loading chemicals to the solvent to facilitate filtration.

Some very soiled or delicate items are cleaned by hand.

A laundry worker washes and irons clothing and linen using industrial automatic washing machines and tumble dryers. The laundry supervisor determines the sequence in which the laundry has to be done to ensure a quick and efficient service to customers. The supervisor checks laundry for specific cleaning requirements and examines finished laundry to check that standards are maintained. They also regularly check the machines for malfunctions, investigate customer complaints and read literature in respect of new cleaning materials and equipment.

Some fulfilling and satisfying aspects of this career

- using one's organizational ability
- regular hours

Some demanding and challenging aspects of this career

- working with chemicals
- dealing with difficult customers
- spending most of the time on one's feet
- repetitive activity

Purpose Orientation

A dry cleaner and laundry worker should:

- give attention to detail;
- be able to maintain high standards in the face of a monotonous task;
- be responsible;
- have integrity;

- have some organisational skills.

School Subjects

No specific requirements.

Compulsory Subjects: None

Recommended Subjects: None

Training

In-Service Training:

The worker is trained on the job to effectively perform the duties.

Employer

- Dry-cleaning companies

- Commercial laundries

- Hostels, hotels with laundry facilities

Career 15: Environmental Health Officer

Environmental health officers are concerned with the effect that various environmental factors have on the health of communities. They are responsible for the management of environmental affairs, which have an influence on the well-being of human beings.

They try to combat the pollution of the environment and so prevent health hazards such as acute respiratory infections, lung cancer, pulmonary emphysema, bronchial asthma, lead poisoning, typhoid, hepatitis or infections in the bloodstream.

Environmental health officers ensure that environmental hygiene is maintained at all times. They prevent or rectify conditions that are or could be detrimental to the community, or that may increase the possibility of the spreading of communicable diseases.

One of the main tasks of environmental officers is the control of land, water, air and noise pollution. They control the biological, chemical and physical content of, for example drinking water, storm water and effluent water from industries and swimming pools.

Environmental health officers can apply their basic training to many different fields of interest or areas of specialization, for example:

- inspection and sanitation of drinking water in rural areas
- control and prevention of the spread of diseases such as cholera and typhoid
- monitor pollution, such as radioactive waste and pesticides and the effects of these on plants and marine life, working closely with ecologists
- liaise with chemical and other industries to prevent pollution and eliminate products such as DDT from the biosphere and from water, and to prevent communicable diseases from spreading by way of waste products in food or water
- maintaining a healthy working environment by inspecting industries for problems such as asbestos, smog and other dusts, heat or cold stress, noise, chemicals, and high and low pressure in the case of divers and pilots
- monitor and control the amount of industrial waste and chemical and oil seepage in waterways, dams, rivers and pools

- inspection of restaurants, supermarkets and food manufacturers to ensure that standards of hygiene in the storage, packaging and serving of foodstuffs are maintained, and that foods for retail markets are not labelled in a misleading fashion

- harbour and airport controls with the entry of ships and aircraft to ensure that contagious diseases are not brought into the country.

Environmental health officers assist in the planning and erection of new industries and other buildings in order to prevent and control pollution. They must also see to it that the legislation regarding pollution is complied with. They enforce legislation on standards for noise abatement, water and pollution prevention.

As specialists, environmental health officers may also practise as occupational hygienists. Occupational hygienists recognize, identify, evaluate and control environmental factors that may arise in the workplace.

Some fulfilling and satisfying aspects of this career

- helping curb pollution
- challenges and variety of work
- knowing your work is preventing diseases

Some demanding and challenging aspects of this career

- frustration at not being able to enforce adherence to legislation without recourse to law
- annoyance at the expediency of greedy people who do not care enough to take safety precautions regarding pollution and hygiene

Purpose Orientation

An environmental health officer should:

- have a medical and biological aptitude;
- be interested in the health and well-being of communities;
- have initiative and integrity;
- be responsible and honest;
- have problem-solving skills;
- good people-handling and communication skills;
- be tactful and persuasive;
- have patience and persistence;
- have leadership qualities.

School Subjects

Advanced Level Certificate meeting degree requirements for a degree course

Ordinary Level Certificate meeting diploma requirements for a diploma course

Each University or College will have its own minimum entry requirements.

Compulsory Subjects: Physical Sciences, Mathematics

Recommended Subjects: Geography, Life Sciences

Training

Degree: Environmental Science or Health courses are offered at all universities.

After completion of the Diploma in Environmental Health, students may enrol for the BTech Environmental Health on a part-time or full-time basis.

Post-graduate: Students who wish to further their qualifications can also follow the Masters and Doctorate degrees in Technology on a part-time or full-time basis

Employer

- Regional services councils
- Department of Health
- Department of Labour
- Department of Agriculture
- Medical Services
- Large food manufacturers
- Civil and chemical engineering practices
- Industries
- Mines
- Hotel groups
- Local authorities
- Health Professional Council
- Self-employment: with enough experience, initiative and capital, can start own company rendering environmental health services

Career 16: Florist

Florists create and sell floral and plant arrangements to meet customers' needs. They need to know the names of flowers, how long they last and the growing requirements of plants.

Florists consult with individuals about planning weddings, parties and special events. They advise customers on the care of flowers and plants and may work from orders which specify exact colour, flower type and price.

Depending on the size of the shop, florists may also sell items in stock, take and forward orders, carry out clerical and book-keeping tasks and prepare accessories for the coming season. Some florists manage their own shops.

Florists are also responsible for the delivery of flower arrangements or bouquets and must ensure that deliveries are made to the right customers at the right times. They can also arrange to receive and send floral orders worldwide.

Florists must also ensure that their shops have sufficient stock of items such as pots, ribbons, oasis material, baskets, ornaments and cards. A variety of pottery, pots and glass vases need to be available for special orders.

Some fulfilling and satisfying aspects of this career

- opportunity to start own business
- working with your hands
- working with people
- the variety of work
- being able to apply your creative and artistic skills

Some demanding and challenging aspects of this career

- having to work overtime at times to fill orders
- working long hours and on Saturdays, especially during special holiday seasons
- the physical demands of the work, such as being on your feet for long periods

Purpose Orientation

A florist should be/have:

- artistic and creative
- knowledge of and a love for flowers and plants
- able to communicate well with people and get along easily with others
- patience, empathy and kindness
- manual dexterity
- good colour vision
- diligent and self-motivated
- business skills

School Subjects

No specific requirements.

Compulsory Subjects: None

Recommended Subjects: None

Training

Most florists receive in-service training with their employers

Employer

- Florist shops
- Hotels or other institutions
- Self-employment, with the necessary experience can start own florist shop or work on contract basis and do the flowers for weddings and dinner parties

Career 17: Food Service Manager

The primary function of food service managers is to manage the process of serving food to a large number of people. They perform a variety of duties.

Their tasks include:

- planning menus
- maintaining safety standards and ensuring excellent hygiene
- managing personnel (recruiting, training and supervising)
- liaising with the management of the specific organization for which they work
- planning floor plans and layout of the food services section
- liaising with the dietician, for example, in hospitals

Food service managers also motivate large teams of workers to work quickly and efficiently to produce food that is tasty, attractively served and prepared according to high standards of hygiene. Duties of food service managers depend on the sector of the industry in which they are employed, including:

- Hospitals: modification of menus to suit certain diets
- Schools: canteens may require recipes to be standardized
- Restaurants: menu planning, changing and analyzing

Responsibilities include setting up supplier relationships and ordering and storing food. Financial control and administration are important in this line of work e.g. financial control of the food products and the wages of the kitchen staff.

Another important aspect of the job is the food service manager's ability to deal with people effectively e.g. handling staff problems and dealing with dissatisfied customers.

Some fulfilling and satisfying aspects of this career

- providing balanced, healthy meals
- working relatively regular hours
- testing new food products

Some demanding and challenging aspects of this career

- ensuring optimum benefit from food for hospital patients or school children
- having to deal with dissatisfied customers
- at times uncooperative or unreliable staff

Purpose Orientation

A food service manager should:

- be self-disciplined;
- have initiative and leadership qualities;
- motivate and direct a team of workers;
- have good communication skills;
- be able to cope with crises effectively;
- have a well-groomed appearance (because of the regular contact with the public);
- be able to cope with the pressure at peak times;
- be able to deal effectively with rude or unhappy customers and uncooperative kitchen staff.

School Subjects

Advanced School Certificate meeting degree requirements for a degree course

Ordinary Level Certificate meeting diploma requirements for a diploma course

Each University or College will have its own minimum entry requirements.

Compulsory Subjects: Mathematics

Recommended Subjects: Physical Sciences, Life Sciences, Consumer Studies

Training

Degree: BSc Food Science

Diploma: Food Technology, Hospitality Management

Employer

- hotels and restaurants
- canteens
- hospitals, children's homes, old age homes
- airports
- catering companies
- large canteen services, via contracts with the government or corporations in the private sector
- factories that provide frozen prepared meals to companies
- self-employment, with enough experience, initiative and capital, can start own catering business or start and manage a café or a restaurant

Career 18: Gardner

Gardeners ensure that gardens, lawns, shrubs and trees are healthy, well maintained and attractively designed. The main aim of a garden is to create a peaceful mood, a positive first impression and to increase the property value.

Gardener work mainly outside and are responsible for the establishment, maintenance and decoration of gardens and parks. Their tasks include: clearing areas for planting; ploughing or digging beds; planting of seedlings; watering seedlings and older plants regularly; pulling out weeds; applying weed killer, fertilizer, soil nutrients and pesticides; mowing of lawns; pruning, trimming and edging.

They may apply mulch for the protection of plants or build retaining walls, install patios and terraced hillsides. They need to know about soils, pests and plant disease control.

Some fulfilling and satisfying aspects of this career

- working outdoors in beautiful gardens
- working with nature
- providing a service and bringing pleasure to others
- variety of work

Some demanding and challenging aspects of this career

- working in adverse weather conditions
- the physical work can be tiring
- pressure to finish certain jobs on time

Purpose Orientation

A gardener should:

- love plants;
- have good health and physical strength;
- be willing to work outdoors in all types of weather;
- be prepared to get dirty;
- be reliable, hard-working and honest;
- be able to operate machines such as lawnmowers and brush cutters.

School Subjects

No specific requirements.

Compulsory Subjects: None

Recommended Subjects: Life Sciences

Training

Gardeners mainly undergo in-service training. The foreman plays an important role in the training of new gardeners. Agricultural colleges present courses to those who want to improve

their qualifications in this field. Courses such as pruning of trees and multiplying of plants are also available in colleges.

Persons who have at least an Ordinary Level pass and the aptitude can also obtain a horticultural certificate and later a diploma at universities of technology, eg Horticulture.

Gardeners often receive in-service training from their employers to meet specific requirements.

The Botanical Gardens sometimes hold informal workshops on garden maintenance and the cultivation of indigenous plants.

Employer

- Private home owners
- Schools
- Shopping malls and office blocks with gardens
- Municipalities
- Botanical gardens
- Garden-service undertakings
- Large institutions

Career 19: Grounds Keeper

Groundskeepers maintain facilities such as golf courses, parks, athletic tracks and other large sports grounds. They are responsible for keeping the turf field in tip-top condition, as well as looking after the rest of the grounds, where they do similar tasks to gardeners, or else supervise others doing these duties.

Duties of groundskeepers include the following: supervision of regular mowing, fertilising and aeration of fields; application of chemicals and fungicides to control weeds and crabgrass and to prevent diseases; and ensuring that the underlying soil has the proper consistency to sustain new sod. Groundskeepers also mark out boundaries and paint team logos and names on the turf before sporting events.

They need to have thorough knowledge of aspects such as soil erosion and pest and disease control. Some groundskeepers are also responsible for keeping machinery in working order, so some knowledge of mechanics is useful.

Some fulfilling and satisfying aspects of this career

- working outdoors in attractive surroundings
- working with nature
- satisfaction of providing even and lush grass or other surfaces for others
- variety of work

Some demanding and challenging aspects of this career

- working in adverse weather conditions
- the physical work can be tiring
- dealing with difficult committee club members and pressure to finish certain jobs on time

Purpose Orientation

A groundskeeper should:

- love working outdoors in all types of weather;
- have good health and physical fitness;
- have supervisory and organizational abilities;
- be reliable, hard-working and honest;
- some mechanical ability;
- have knowledge of grasses and the structure of sports fields and pitches;
- be able to operate machines such as lawnmowers and brush cutters.

School Subjects

No specific requirements.

Compulsory Subjects: None

Recommended Subjects: Agricultural Sciences, Life Sciences

Training

Groundskeepers are usually trained by their first employers to meet specific requirements and learn by experience, sometimes under the guidance of a senior groundskeeper.

Employer

- Administrative bodies of large sports stadiums
- Schools, universities and educational institutions with sports facilities
- Sports clubs and public or private recreational facilities

Career 20: Guest House Manager/Owner

Tourism is currently a fast growing industry in many African countries. Overseas tourists find Africa sunny, interesting and affordable, which makes Africa a very appealing holiday destination. Guesthouse accommodation, also referred to as bed and breakfast (B & B), are in high demand due to the general availability, as well as the more personal and informal atmosphere compared to hotels.

Guesthouse managers are in most cases, also the owners of their guesthouses, running their own small business. This therefore requires them to fulfil different roles and perform a variety of duties such as:

- *Administration*: making of bookings, managing of finances, ordering of supplies etc.
- *Maintenance*: upkeep of the interior and exterior of the guesthouse, the managing of domestic workers and gardeners
- *Planning of Meals*: developing and compiling of menus, estimating food quantities and costs, purchasing of food supplies, preparation of food and supervision of kitchen helpers
- *Providing of Information*: on tourist attractions in the vicinity as well as on personal safety precautions.

Guesthouse managers work with tourists of different cultures and traditions, from all over the world and must, therefore, keep their different needs and requirements in mind.

Some fulfilling and satisfying aspects of this career

- creating a 'home from home' atmosphere for guests
- becoming friends with repeat visiting guests
- the possibility of being self-employed and receiving compliments.

Some demanding and demanding aspects of this career

- the pressure and stress of peak seasons
- juggling menus to provide good food at reasonable costs
- working some evenings, holidays and weekends
- dealing with dissatisfied or overly critical guests

Purpose Orientation

A guesthouse manager should:

- be able to work with all kinds of people;
- have good communication skills;
- be very versatile;
- have a knowledge of places of interest, geography, its unique history, politics and flora and fauna;

- have organizational skills;
- have an interest in food and cooking;
- be able to deal with unexpected situations.

School Subjects

Advanced School Certificate meeting degree requirements for a degree course
 Ordinary Level Certificate meeting diploma requirements for a diploma course

Each University or College will have its own minimum entry requirements.

Compulsory Subjects: English

Recommended Subjects: Mathematics, Physical Sciences, Consumer Studies, Tourism, Economics

Training

No specific training is required to manage a guesthouse. The courses listed below could provide suitable background:

Courses in Hospitality Management, Hospitality courses

Some Hospitality Boards provide in-service training, including the following courses:

- Hotel management (3 years)
- Commercial catering and restaurant management (CBMT)
- Supervisory course
- Facilitator's course
- Professional cookery (3 years)
- On-the-job instruction course
- IR course for middle management.

Several cooking schools offer appropriate training courses, taking from one to three years.

Employer

- Game farms and lodges
- Guesthouses
- Lodges and motels
- Safari lodges
- Tourism Boards
- Self-employment, with own guest-house

Career 21: Hotel Manager

The hotel and catering industry is a dynamic, growing industry that provides enormous challenges due to the wide variety of work and the fact that hotels provide an opportunity to meet people of all nationalities and from all walks of life.

There are various career opportunities in hotel and catering management and food service management:

Hotel Management: Hotel managers are responsible for the effective control and coordination of all facets of hotels and their operations.

Managers are responsible for the employment of personnel and must check that they perform their duties effectively. Managers attend to administration, which includes accounting, stock-taking, calculation of expenses and financing, and see to it that the standards of hygiene and quality are maintained in order to assure the health, safety and well-being of the personnel and guests.

Hotel managers must be conversant with legislation and regulations concerning the hotel industry, and they are also responsible for marketing the accommodation and catering facilities of the hotel and for operating the establishment to ensure maximum profitability, while providing the best service for the guests.

Hotel managers may manage all departments in smaller hotels. In larger hotels, they would have department heads managing the individual departments of housekeeping, accounting and food services. Deputy managers may be in charge of the catering, front office and rooms division. Food and beverage managers function under the supervision of general managers. In a hotel with conference facilities, managers cater for weddings, meetings and conferences. Hotel managers work in large or small hotels, motels or resorts.

Catering: Caterers, chefs and cooks are key figures in hotel dining rooms and restaurants. They must ensure that the menu and type of service, atmosphere and interior décor of the dining area are consistent. The caterer or cook, in consultation with the manager, decides for whom provision has to be made and then the menu and service are planned accordingly.

The caterer or chef has virtually limitless scope for creativity. Tasks may vary from the preparation of traditional French dishes to take-away foods, from traditional cooking methods to the use of microwaves and freezing facilities in large-scale kitchens. Chefs are also responsible for controlling quality standards, preparing and developing recipes, maintaining high standards of hygiene, food storage and administrative duties.

Food Service Management: Food service managers are responsible for the coordination and efficient running of contract catering units, executive dining rooms and functions. Their responsibilities include planning menus and ensuring that kitchen teams prepare and present high quality products, on time.

Food service managers should have a sound knowledge of nutrition as well as all facets of business management, which include: budgets, book control, purchasing, storage and recipe development. They are responsible for their staff and for ensuring that clients and customers are satisfied. They also develop new recipes.

Some fulfilling and satisfying aspects of this career

- living quarters are often provided by employers
- good salaries
- the variety of the work
- working with people

Some demanding and challenging aspects of this career

- being on call
- dealing with problems and emergencies
- working under pressure
- trying to accommodate demanding customers

Purpose Orientation

A hotel manager should:

- have initiative;
- be self-disciplined;
- be able to get along well with others;
- have organisational and problem-solving skills;
- able to communicate ideas clearly in speech and in writing;
- understand accounting procedures;
- have good health and stamina;
- be diplomatic in handling difficult customers without becoming harassed;
- have a good business sense;
- be interested in modern trends and developments in the hotel industry.

School Subjects

Advanced Level Certificate meeting degree requirements for a degree course

Ordinary Level Certificate meeting diploma requirements for a diploma course

Each University or College will have its own minimum entry requirements.

Compulsory Subjects: English

Recommended Subjects: Life Sciences, Physical Sciences, Consumer Science, Accountancy, Tourism, Hospitality Studies

Training

Degree: Tourism Management

Diploma in Hospitality Management

Diploma in Hotel and Restaurant Management

Employer

- hotel groups
- own business e.g. a restaurant
- motels and motel chains
- self-employed, for example own a small hotel or a restaurant

Career 22: Lifeguard

Lifeguards coordinate safe and enjoyable recreation for people at beaches, swimming pools and other bodies of water, through public relations, public education, accident prevention and rescue. They use their knowledge of currents and water safety to control bathers' movements and ensure that they swim in safety.

Should a bather need help, the lifeguard on duty should spot the situation immediately and rescue the bather. If a rescued bather has swallowed a lot of water or is suffering any form of injury, the lifeguard will perform basic first aid and call an ambulance if necessary.

Lifeguards place signs or barriers to warn of dangerous conditions or areas, and make sure users are aware of potential dangers. They may caution people behaving in an unsafe manner and expel those who refuse to cooperate. They are required to report incidents to management or other authorities.

Other duties can include: undertaking basic water quality control and testing procedures; maintaining rescue equipment; caring for lost children; and performing basic administrative duties such as writing reports.

The work is varied and demanding. Lifeguards need to be alert at all times, in all kinds of weather conditions and even if there are no swimmers in the water, their presence is required on the beach or near the water. In summer, they have to sit for long hours while concentrating on the safety of bathers in their area of the water.

Lifeguards sometimes do foot patrols along the water's edge; others are part of a motorized patrol or members of rescue crews that patrol offshore in inflatable rubber boats. Sometimes they are involved in helicopter rescues.

Lifeguards need to maintain peak levels of physical fitness in order to swim quickly to a person in distress and be able to support the weight of the swimmer in the water, who may possibly be struggling. They have to take tests regularly to ensure their fitness and capabilities and participate voluntarily in most life-saving competitions.

They may improve, design and implement new emergency procedures. Lifeguards regularly practise rescue techniques with a team so that they can operate at maximum speed and efficiency when called upon to do so.

Some fulfilling and satisfying aspects of this career

- being able to save someone's life
- the occasional excitement
- teaching someone to swim

Some demanding and challenging aspects of this career

- working with uncooperative or rude children / people
- working in unpleasant weather conditions
- it is upsetting when you fail to save someone from drowning

Purpose Orientation

A lifeguard should:

- have a high level of physical fitness;
- have excellent eyesight;
- a very strong swimmer
- understand the hazards relating to sea and inland water conditions
- have good communication skills, for example to move groups of bathers to safer areas and make announcements over a public address system
- love outdoor life and athletic activity
- be friendly and helpful
- be alert and able to respond fast
- not squeamish and able to administer first aid
- be able to take quick decisions, especially in a crisis and stay calm

School Subjects

Advanced Level Certificate.

Compulsory Subjects: None

Recommended Subjects: Life Sciences, Languages

Training

Training is taken very seriously.

Professional life-guards are constantly in training, prior to and often after their duty periods. Certain tests have to be taken regularly to ensure their fitness and capabilities. They normally participate voluntarily in all life-saving competitions, which maintains their high standard of fitness and expertise in the use of various rescue craft employed in the surf.

Employer

- municipalities
- recreational parks
- holiday resorts

- beaches and dams
- town councils of coastal towns
- private lifesaving organisations

Career 23: Matron

Matrons are responsible for all the household affairs of the residences, hostels, hospices or institutions where they are employed.

Matrons have a very responsible job and have a large personnel corps working under them. They have various assistants and delegate some of their duties such as the responsibility for the upkeep of gardens, furniture and buildings, to them.

They supervise the cleaning of the building, the cooking of meals and the laundry. Matrons control and stock provisions, work out menus (at some institutions), see to it that the kitchen and laundry run smoothly and that all preparations are up to standard.

Matrons are also responsible for the care of the sick people in the hostel or institution and for administration of medicine. Matrons mostly work long hours and usually stay at their workplaces.

Some fulfilling and satisfying aspects of this career

- working with people
- variety of tasks

Some demanding and challenging aspects of this career

- dealing with difficult situations
- working long hours

Purpose Orientation

- strong sense of responsibility
- friendliness
- diligence
- an interest in housekeeping
- enjoy working with people
- have managerial skills
- be authoritative
- have supervisory skills.
- be physically healthy.

School Subjects

The minimum educational requirement is an Ordinary Level Certificate, but people with higher qualifications are preferred.

Compulsory Subjects: None.

Recommended Subjects: Consumer Studies

Training

No formal training exists and in-service training is given to prospective matrons.

Employer

- school, university of technology and university
- residences (or any other youth residence)
- children's homes
- homes for the aged
- any other hostels.

Career 24: Recreation Manager/Officer

Recreation managers and officers coordinate recreation programmes for people to improve their quality of life.

Recreation managers develop programmes at a recreation centre for specific people such as children, disabled or elderly people. They keep communities informed about the different programmes, excursions and exhibitions. They advise administrators and counsellors on sport, recreation and parks, as well as on ways of obtaining sponsors. They coordinate different programmes and keep records of all activities and events. They may provide material for brochures and newsletters.

Recreation workers hold a variety of positions at different levels of responsibility. Recreation leaders, who are responsible for a recreation programme's daily operation, primarily organize and direct participants. Recreation officers or leaders assist recreation managers in the presentation of programmes.

Recreation officers or leaders may give instruction in art, dance, drama, crafts, games, and sports; schedule use of facilities; keep records of equipment use and ensure that recreation facilities and equipment are used properly.

In larger centres, recreation supervisors oversee recreation leaders and plan, organize, and manage recreational activities to meet the needs of a variety of populations. These workers often serve as liaisons between the director or manager of the park or recreation centre and the recreation leaders. Recreation supervisors with more specialized responsibilities may also direct special activities or events or oversee a major activity, such as aquatics, gymnastics, or performing arts.

Managers or directors of recreation centres and parks develop and manage comprehensive recreation programmes in parks, playgrounds and other settings. Managers or directors can serve as technical advisors to government and local recreation and park commissions and may be responsible for recreation and park budgets. Recreation therapists help individuals to recover from or adjust to illness, disability or specific social problems.

Camp counsellors lead and instruct children and teenagers in outdoor-oriented forms of recreation, such as swimming, hiking, horse riding and camping. In addition, counsellors may provide campers with specialized instruction in subjects such as archery, boating, music, drama, gymnastics, tennis and computers. In resident camps, counsellors also provide guidance and supervise daily living and general socialisation. Camp leaders or managers typically supervise camp counsellors, plan camp activities or programmes, and perform the various administrative functions of a camp.

Recreation workers may work in a variety of settings; for example: cruise ships, recreational parks, or playgrounds in community centres of large urban areas. Regardless of setting, some recreation workers spend much of their time outdoors and may work in a variety of weather conditions. Recreation directors, managers and supervisors typically spend most of their time in an office, planning programmes and special events. Directors and supervisors generally engage in less physical activity than do lower level recreation and fitness workers.

Some fulfilling and satisfying aspects of this career

- working with people
- providing interesting things for people to do to improve their quality of life
- pleasant working conditions

Some demanding and challenging aspects of this career

- dealing with over-demanding or difficult people
- having staff members not turn up to deliver recreation programmes
- relatively poor remuneration

Purpose Orientation

A recreation manager should:

- be able to work with different kinds of people;
- be multilingual;
- have management and organizational abilities;
- be mature and have a strong personality;
- be physically fit.

School Subjects

Advanced Level Certificate meeting degree requirements for a degree course

Ordinary Level Certificate meeting diploma requirements for a diploma course

Each University or College will have its own minimum entry requirements.

Compulsory Subjects: Mathematics (for B Com degree)

Recommended Subjects: Business Science, Economics

Training

Degree: BA or B Com, with Recreation taken in combination with Tourism, Psychology, Business Economics, Communication and Physical Education.

Employer

- community recreation centres
- holiday resorts

- municipalities
- local authorities
- mines
- self-employment, depending on area of specialization, could set up own business

Career 25: Referee

Referees or umpires officiate at sporting events, observing the actions of participants to ensure that the sport is played within the rules. They use personal experience and knowledge of a sport, together with the framework of established guidelines and rules, to resolve disputes.

In many sporting codes 'electronic eyes' or video cameras are now used to assist the referee in making decisions, such as at tennis matches. Referees' decisions are generally regarded as the final word in sporting events and, in certain sports such as soccer, cricket and rugby, serious penalties are inflicted on players who question or challenge referees.

Depending on the level of sport being officiated, be it amateur or professional, referees and umpires may only do this part-time and hold down other jobs between matches, as the role of referee may not be paid in amateur sport.

Some fulfilling and satisfying aspects of this career

- working outdoors
- possibilities of meeting professional and famous sportspeople
- relatively stress-free working environment
- having the authority to make decisions that may result in a team winning or losing

Some demanding and challenging aspects of this career

- working in various weather conditions
- coping with rude or unreasonable players
- occasionally making 'the wrong call'

Purpose Orientation

A referee should:

- be physically fit;
- have a passion for, and in-depth knowledge of the sport in which he is officiating;
- be alert;
- have good perception and observation skills;
- be able to make sound and unbiased judgements;
- have the courage to make decisions quickly under pressure.

School Subjects

No specific requirements.

Compulsory Subjects: None

Recommended Subjects: None

Training

Training Programme:

The aspiring referee needs to follow the training programme stipulated by the body or association that regulates the particular sport.

Employer

- Sport controlling bodies and associations

Career 26: Refuse Remover

Refuse removers collect refuse on designated routes according to predetermined schedules. They collect refuse in bags and dump the bags onto trucks.

The work may also involve controlling the hoisting device that raises the refuse bin attached to the rear of the truck in order to dump the contents into the truck. It is important that refuse be removed according to schedule, therefore refuse removers have to perform the work regardless of the weather conditions.

Refuse removers are usually supplied with some protective clothing, such as overalls, gum boots and gloves.

Some fulfilling and satisfying aspects of this career

- job security
- doing an essential job and serving the public
- working outdoors most of the time
- getting to know the people on your route

Some demanding and challenging aspects of this career

- working early mornings
- carrying heavy items
- working in unpleasant weather conditions
- exhaust fumes in heavy traffic

Purpose Orientation

A refuse remover should:

- be physically fit and strong;
- have good health and stamina;
- not mind doing routine work;
- like to work outdoors;
- be willing to work in all types of weather.

School Subjects

No specific requirements.

Compulsory Subjects: None

Recommended Subjects: None

Training

Refuse removers are trained on the job to effectively perform their duties.

Employer
- Municipalities

Career 27: Restaurateur

Restaurateurs operate or own restaurants, whether large, elegant ones with specific themes, or small informal diners. The process of running a restaurant involves taking reservations, welcoming and assigning patrons to tables that suit the size of their group, offering personal service, ensuring that tables are served promptly and courteously and organizing any special service that may be required.

Restaurateurs also have to keep a close watch on stock and must implement methods of avoiding wastage. They attend to various administrative aspects such as recruiting, training and supervising a number of staff members, such as waiters and waitresses, bar tenders, cashiers, chefs or cooks and other kitchen staff. They also deal with stock orders and deliveries.

The quality of the service rendered and food served by a restaurant determines whether patrons will return and whether or not they will recommend the restaurant to other people.

Some fulfilling and satisfying aspects of this career

- receiving compliments about the food and service provided, which may grow to public recognition and support
- being creative
- being your own boss
- testing new recipes

Some demanding and challenging aspects of this career

- working irregular hours, at night and over weekends
- sometimes working long hours
- resolving problems with a minimum of disruption to other customers
- pressure during peak dining hours
- having to deal with difficult, over-demanding and dissatisfied customers
- at times uncooperative or unreliable staff

Purpose Orientation

- friendly and tactful
- good business sense
- honest and responsible
- prepared to work long hours
- able to coordinate various activities
- able to work with all types of people
- communication and managerial skills
- able to motivate and direct a team of workers
- well-groomed appearance, because of the contact with the public
- able to cope with crises effectively
- able to cope with the pressure at peak times
- able to deal effectively with unhappy patrons and uncooperative kitchen staff

School Subjects

Advanced Level Certificate meeting degree requirements for a degree course

Ordinary Level Certificate meeting diploma requirements for a diploma course

Each University or College will have its own minimum entry requirements.

Compulsory Subjects: Mathematics

Recommended Subjects: Physical Sciences, Life Sciences, Consumer Studies, Hospitality Studies

Training

Degree: Food Science, Consumer Science

Diplomas in Catering Studies, Consumer Sciences, Food & Beverage Management, Hospitality Management

Employer

- hotels
- restaurants
- canteens
- executive dining rooms
- hospitals, children's homes, old age homes
- airports
- mining houses
- government
- catering companies
- large canteen services, via contracts with the government or corporations in the private sector
- factories that provide frozen prepared meals to companies
- self-employment, with enough experience, initiative and capital, can start own catering business or start and manage a café or a restaurant

Career 28: Swimming Pool Superintendent

A swimming pool superintendent is responsible for the cleanliness and maintenance of public swimming pools and the buildings and premises around them. The superintendent is also responsible for the safety of the people who use the swimming-pool.

In addition a swimming pool superintendent must:

- manage the workforce;
- control any cash fees collected;
- organize activity programmes during school holidays.

Some fulfilling and satisfying aspects of this career

- working with people
- spending time outdoors
- very responsible job

Some demanding and challenging aspects of this career

- having to deal with uncooperative people
- having to spend many hours out in the sun

Purpose Orientation

A swimming pool superintendent should:

- have organizational and supervisory skills;
- be able to relate well to the public;
- be able to act as a lifesaver.

School Subjects

Advanced Level Certificate.

Compulsory Subjects: None

Recommended Subjects: Life Sciences, Accountancy

Training

In-service training is usually offered by the municipality or resort at which the swimming pool attendant is employed.

They also receive continual training in: hygiene at a swimming pool; control over swimmers; theory of water purification; financial and administrative duties; first-aid and life-saving; rules and regulations and chlorine gas handling.

A swimming pool superintendent also needs to be in possession of a valid bronze medal in Lifesaving and a valid First Aid Certificate; or this must be acquired within 6 months of appointment to the position.

Employer

- Municipalities
- Private holiday resorts

Career 29: Tour Guide

Tour guides escort groups of tourists on bus or minibus trips and provide them with factual and interesting information about the sights they see. A group of tourists has probably previously been on several guided tours, so a guide's presentation has to be dynamic to hold their interest.

Tour guides may be allocated half-day sight-seeing tours or longer tours, in which case the guide will be responsible for ensuring adherence to the tour itinerary. They also need to provide tourists with information regarding currency, drinking water, restaurants and tipping, and should always be able to deal with enquiries from their tour groups.

Other tasks required of tour guides may include: meeting members of a tour on arrival and making introductions; coordinating pre-arranged accommodation and transport, and make sure that tour members are comfortable; attending to such problems as booking errors and amendments, lost luggage and treating illness or providing first aid.

Being a tour guide is often physically demanding. During a tour, guides must be available at all times to answer questions and sort out problems. Manual work such as loading or unloading baggage or other equipment may be required. Tour guides are often required to spend time away from home, especially those fulfilling the role of Tour Manager.

Tour guides may specialise in the following areas:

Adventure Guide who requires guiding skills plus specialist recreational skills such as white water rafting, hiking or mountaineering

Bilingual Guide who offers interpretation of language as well as guiding skills

Guide Coordinator who is usually one who has had experience as a guide and now supervises, coordinates and trains guides

Indigenous Guide who conducts tours with a special cultural emphasis and which requires a deep understanding of their culture

Local Guide who specializes in a particular city or region

Nature-based and Eco-tour Guide who conducts day or extended tours and requires guiding skills and specialist environmental knowledge

Site Guide who may work, for example, in museums, cultural centres, theme parks and sporting facilities

Tour guides need to keep abreast of all new developments in the country; thus, constant reading and updating of knowledge is of vital importance.

Some fulfilling and satisfying aspects of this career

- taking tourists to different places of interest
- working with and meeting new and interesting people all the time
- opportunities to travel

Some demanding and challenging aspects of this career

- dealing with difficult, uncooperative and over-demanding tourists can be irritating and frustrating
- the stress and pressure to ensure that all passengers are safe and satisfied
- being away from home for long periods

Purpose Orientation

A tourist guide should:

- have good communication skills;
- have an excellent knowledge of the country's places of interest, its geography, its unique history, politics and flora and fauna;
- have broad general knowledge;
- have organisational skills;
- enjoy working with people;
- be able to control groups of people and deal with unexpected situations;
- physically strong and have good health and stamina
- be neat and appropriately dressed at all times
- not have a criminal record

School Subjects

Ordinary Level Certificate

Compulsory Subjects: English

Recommended Subjects: Languages, History, Geography

Training

Most tour operators provide in-service training by an experienced tourist guide.

In order to register as a tourist guide a person must have successfully completed an appropriate training course or courses

Diploma in Tourism Management or Travel & Tourism

Employer

A few large tour operators employ tourist guides on a permanent basis, but the work is seasonal and the majority of tourist guides work on a freelance basis.

Career 30: Tourism and Travel Careers

Planning for a career in any area of tourism is an excellent investment in your future. As the fastest growing industry in the world, new job opportunities are being created and the diversity of skills needed to fill these positions span a wide range of interests and abilities. Your future is only limited by your ambition and the Hospitality and Tourism Training Programme is an excellent way to get started.

If interested, you can find a career in this dynamic industry, full of opportunities for mobility, creativity, and diversity. Career choices can be found in its many different sectors that include: accommodation; attractions; food & beverage; transportation; adventure tourism; events & conferences; tourism services; and the travel trade.

Hospitality and Hotel Industry: These make up a vastly diversified segment of the tourism Industry. Most hotels and resorts offer far more than just accommodation and the positions available in them can range from hotel management and front desk staff to house cleaning, food and beverage, catering and banquet staff, restaurant personnel and even grounds maintenance crews.

Many resorts and hotels are part of a worldwide chain which can often afford an employee the ability to travel the world by transferring from one hotel location to another.

The potential for job opportunities within the hospitality and hotel Industry is not only diversified but the chances for advancement are excellent.

Cruise Ships: Another diversified segment of the tourism Industry is the cruise line business. This exciting and often glamorous industry is growing by leaps and bounds and newer and larger vessels are being built each year to meet the increased demands of cruise line travellers. These ships are nothing short of floating hotels and require people to fill positions for all of the same types of jobs that would traditionally be associated with any hotel or resort.

Airline Industry: This has the reputation of being the "glamour" segment of the tourism Industry. The jet-set life style of airline pilots and flight attendants immediately captures the imagination of many young people seeking a career in tourism. But the diverse opportunities throughout the airline industry cover a vast array of jobs that are often overlooked, working for a major airline in its reservation centre or as a ticket agent at the airport for instance. Baggage handlers and airline mechanics or air traffic controllers are other possibilities.

In the private sector many helicopter or fixed wing tour businesses provide excellent opportunities for airline industry jobs.

Service & Tourism Industry: Tourism is first and foremost a service industry. Dealing with the

public and providing customer service is an integral part of any tourism industry job, no matter what segment it might fall into.

Restaurant and Food & Beverage: This segment of the tourism industry is often referred to simply as service and provides many job opportunities for those seeking work in this field.

The list of jobs related to the tourism industry is endless, travel agents, activity provider companies, tour operators, retail store businesses, tourism bureau operations, ferries, rail and bus lines, cruise ships, car hire companies and caravan parks to name only a few.

Some fulfilling and satisfying aspects of this career

- constantly meeting new people
- the challenge and variety of the work
- knowing your work significantly contributes to the country's foreign exchange reserves
- opportunities to travel

Some demanding and challenging aspects of this career

- dealing with difficult, unpleasant and over demanding people
- working under pressure
- working long and irregular hours during on-season periods

Purpose Orientation

- able to work with all kinds of people
- good communication skills
- excellent knowledge of South Africa's places of interest, geography, its unique history, politics and flora and fauna
- organizational skills
- able to control groups of people and deal with unexpected situations

School Subjects

Advanced Level Certificate meeting degree requirements for a degree course

Ordinary Level Certificate meeting diploma requirements for a diploma course

Each University or College will have its own minimum entry requirements.

Compulsory Subjects: English, Mathematics (for BCom degree)

Recommended Subjects: Tourism, Geography

Training

Degree: Tourism Management

Diploma in Tourism Management or Travel & Tourism

Certificate in Tourism

Employer

- game farms
- guest houses
- holiday resorts
- hotel groups
- game lodges
- entertainment places

Career 31: Tourism Manager

Tourism managers promote tourism in their region through advertising campaigns and strategies, and provide assistance to tourists. They work with tourists of different cultures and traditions from all over the world and should therefore keep these different needs and requirements in mind.

Tourism is currently the fastest growing industry in South Africa and tourism managers have a key role to play in sustaining and increasing this growth through effective marketing of the South African products and services within their region. Part of tourism managers' tasks is to identify different target markets and to design appropriate packages to meet their needs. It is important that products attract people and persuade them to come back.

Tourism managers manage tourism information centres, including staff supervision and development, business management and office systems management. They need to ensure that quality services are in place by responding to day-to-day tourism enquiries. They regularly check and report to management on the status of the marketing budget for tourism. They make presentations on tourism awareness or of new initiatives, to industry, community or interest groups. They liaise and build close relationships with the media to promote tourism issues, and encourage community involvement and awareness.

Some fulfilling and satisfying aspects of this career

- constantly meeting new people
- the challenge and variety of the work
- knowing your work significantly contributes to the country's foreign exchange reserves
- opportunities to travel

Some demanding and challenging aspects of this career

- dealing with difficult, unpleasant and over-demanding people
- working under pressure
- working long and irregular hours during in-season periods

Purpose Orientation

A tourism manager should:

- be able to work with all kinds of people;
- have good communication skills;
- have an excellent knowledge of South Africa's places of interest, its geography, its unique history, politics and flora and fauna;
- have organisational skills;
- be able to control groups of people and deal with unexpected situations.

School Subjects

Advanced Level Certificate meeting degree requirements for a degree course
Ordinary Level Certificate meeting diploma requirements for a diploma course

Each University or College will have its own minimum entry requirements.

Compulsory Subjects: English, Mathematics (for BCom degree)

Recommended Subjects: Tourism, Geography

Training

Degree: Tourism Management

Diploma: Tourism Management or Travel & Tourism

Employer

- Game farms
- Guest houses
- Holiday resorts
- Hotel groups
- Game lodges
- Entertainment places

Career 32: Waiters

Waiters work where food is served, for example, in restaurants, hotels, coffee shops and steakhouses.

They present menus to customers and might suggest or recommend certain items, along with providing information about dishes. They take customers' food and beverage orders and serve what had been ordered. They need to make sure that customers are satisfied and that they have everything they need. After a meal, they issue charge slips and take payment, remove dirty dishes and set and clean tables.

Waiters are also required to keep the service area well stocked with the necessary items and, in some instances, may even help with some phases of food preparation.

Some fulfilling and satisfying aspects of this career

- getting tips from customers
- working with people
- being able to get a job with little education
- being supplied with uniforms and free meals

Some demanding aspects of this career

- being on your feet for many hours
- limited promotional prospects
- lifting heavy trays
- dealing with difficult or over-demanding customers
- waiting on large tables or a number of tables at the same time
- irregular and sometimes very long working hours

Purpose Orientation

A waiter should:

- be able to work well under pressure;
- be patient, diplomatic and even-tempered;
- enjoy working with the public;
- present a pleasant and neat appearance;
- be able to lift and carry heavy trays;
- be able to be on his feet for several hours;
- be able to perform duties quickly and accurately.

School Subjects

No specific requirements.

Compulsory Subjects: None

Recommended Subjects: Mathematics, Languages, Consumer Studies, Hospitality Studies

Training

The waiter learns the occupation through on-the-job training.

Employer

- Restaurants and cafeterias
- Steakhouses
- Hotel and motel dining rooms
- Private clubs
- Other establishments that serve food

Career 33: Wine Steward

Wine stewards serve wine and drinks to customers in hotel lounges, bars and in restaurant dining rooms.

The main responsibility of wine stewards is to establish what customers want to drink and to serve them accordingly. It is important that all drinks are served in the correct manner.

The level of responsibility in steward duties differs from one establishment to another. In more up-market establishments, wine stewards are responsible for selecting, obtaining, storing, controlling and replenishing the stock of wines. These wine stewards will also discuss wines with customers and assist them in making their selection.

Some fulfilling and satisfying aspects of this career

- working with people
- being knowledgeable about wines
- receiving good tips for giving good service
- being able to get a job with relatively little education
- being supplied with uniforms and free meals

Some demanding and challenging aspects of this career

- being on your feet for many hours
- limited promotional prospects
- dealing with difficult or over-demanding customers
- waiting on large tables or a number of tables at the same time
- irregular and sometimes very long working hours

Purpose Orientation

A wine steward should:

- be friendly and have a pleasant personality;
- enjoy meeting all kinds of people;
- be patient, diplomatic and even-tempered;
- present a neat appearance;
- have a good knowledge of wines;
- be able to take orders accurately;
- be able to stand for hours at a time;
- have a good memory.

School Subjects

No specific requirements.

Compulsory Subjects: None

Recommended Subjects: Mathematics, Languages, Hospitality Studies

Training

In-Service Training:

Wine stewards learn the required skills by on-the-job training. Wine stewards in up-market establishments need to attend wine courses on a regular basis to keep up-to-date on product knowledge.

Employer

- Restaurants and cafeterias
- Steakhouses
- Hotel dining rooms
- Private clubs
- Other establishments that serve drinks
- Casinos
- Self-employment, given enough experience, initiative and capital, could start own business, such as a wine bar

Career 34: Wine Maker

Wine makers, or oenologists, are responsible for the whole wine making process, from crushing the grapes, fermentation of the must, refining and stabilising the wine to bottling and marketing.

Wine makers direct and coordinate all the activities of wine production in wineries. Wine makers contract with growers to provide grapes for processing or, if the winery is attached to a vineyard, they work closely with viticulturists who cultivate the grapes, to determine whether the grapes are ready for processing into wine.

After harvesting and delivery at the winery, the grapes are weighed and certain quality control analyses such as the sugar content and acid level are performed. The grapes are then crushed, processed and fermented into wine. Wine makers regularly monitor the development of the wines and perform further treatments such as maturation and clarification, to ensure that the wine develops properly and will not become spoiled.

During the winemaking process wine makers use a variety of cellar machinery and equipment to perform the necessary tasks. They also use laboratory equipment such as hydrometers and pipettes to perform quality control analyses. They are also responsible for finishing the wine, which includes cooling, filtering and bottling.

Wine makers blend wines according to formulas, or their knowledge and experience in wine making. Although modern winemaking is based on scientifically founded technological processes, the sensory analysis or tasting of wine remains an essential tool in the selection of wines for specific blends.

Only regular tasting of a wide variety of wines develops this ability and provides the necessary experience to use such wines in the creation of blends, which will be acceptable to the consumer. This ability can be regarded as an art. Thus, wine making is both a science and an art.

Wine makers also introduce wines to potential consumers by regularly presenting wine tasting events locally and abroad. Consumers often like to meet with the wine-maker in person. The wine-maker often has to work irregular hours.

Some fulfilling and satisfying aspects of this career

- working with wine
- meeting new people all the time
- tasting the results of your labour
- travel opportunities
- developing new and better wines

Some demanding and challenging aspects of this career

- when a new formula does not work or a batch of wine spoils
- the patience required for some wines to age
- working with uncooperative staff

Purpose Orientation

A wine-maker should:

- have an excellent sense of smell and taste;

- have a knowledge of Chemistry and Microbiology;
- be willing to work long hours;
- able to analyse and solve problems;
- able to make accurate observations;
- good communication and interpersonal skills.

School Subjects

Advanced Level Certificate meeting degree requirements for a degree course

Ordinary Level Certificate for agricultural college course

Each University or College will have its own minimum entry requirements.

Compulsory Subjects: Mathematics, Physical Sciences

Recommended Subjects: Life Sciences

Training

Degree: BSc Agriculture: Viticulture and Oenology - the recommended qualification for prospective viticulturists. All students are required to work on wine farms for at least one season.

Agricultural Colleges: Diploma in Viticulture

Employer

- Estate wineries
- Co-operative wineries
- Wholesale wineries
- Department of Agriculture
- Self-employment, as an independent wine making consultant or start own winery