



GOVERNMENT OF THE REPUBLIC OF TRINIDAD AND TOBAGO
MINISTRY OF EDUCATION
OCCUPATIONAL RESEARCH UNIT

OCCUPATIONS
IN
HOSPITALITY/TOURISM

DICTIONARY OF OCCUPATIONS FOR TRINIDAD AND TOBAGO
(DOTT)
2008

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FOREWORD

In Trinidad and Tobago, the hospitality and tourism sector is one of the larger growing service sectors. This sector has shown tremendous resilience over the last few years, and indications are that it will continue to grow given the increasing appetite for international travel and the power of the Internet in facilitating such travel.

Tourism has been identified by the government as a sector that will play a critical role in the nation's drive toward economic diversification – a goal intrinsically tied to the national vision of “developed nation status by the year 2020”. In order to provide the sustainable jobs needed to achieve developed nation status by 2020, five sectors have been identified that should be developed to contribute to the country's economic development, tourism being one of them.

Given the new thrust for tourism development, an array of exciting opportunities is being opened up for those with an interest and liking for the industry. Job and investment opportunities are increasing in the many sub-sectors which include hotels and other accommodation, restaurants (and other eating and drinking establishments), travel services and tour operations. This sector accounts for close to 4% of GDP and generates an estimated 50,000 direct and indirect jobs - jobs ranging from those that are highly skilled to those needing minimal skills.

Since this is a dynamic sector, the need to have people with varying skills and abilities is of paramount importance. Most establishments in this sector value communication and customer relations skills because of the high degree of customer interface required in most positions.

In order to maximize this sector's potential there is need to match the opportunities being offered with the level and range of skilled personnel available. Increasingly, there are opportunities for training being offered by a range of well-established institutions for those wishing to get into or advance in the field.

ACKNOWLEDGEMENTS

The publication 'Occupations in Hospitality/Tourism' was produced by the Occupational Research Unit of the Ministry of Education as part of its mandate to update the Dictionary of Occupations for Trinidad and Tobago (DOTT).

The cooperation of the many establishments and individuals who facilitated the job analysis and verification exercise or offered helpful suggestions is appreciated.

Special mention must be made of the Ministry of Tourism and the Tourism Development Company for their invaluable contribution to the publication.

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UPDATING OF THE DOTT

Occupational changes take place quite frequently in response to technological developments, organizational restructuring, etcetera.

The Occupational Research Unit in the Ministry of Education would welcome information on the development of new occupations or changes in occupations to facilitate periodic updating of the Dictionary of Occupations for Trinidad and Tobago (DOTT).

We also welcome your comments/questions on format and content.

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INTRODUCTION

The current compilation forms part of the Dictionary of Occupations for Trinidad and Tobago (DOTT) which was first published in 1992 and which consists of an occupational classification and coding system and descriptions for occupations found in Trinidad and Tobago.

Preparation of the current publication consisted of updating occupations previously published in DOTT 1992 and adding new occupations which came into existence subsequently or which were not previously analysed.

Research was conducted with the assistance of personnel from establishments in the public and private sectors and professional bodies. It consisted of on-site job analysis involving direct observation of workers, interviews with workers, their supervisors and senior managers, and consultation with experts.

The term “occupation” is applied to a group of jobs having common or closely related responsibilities and duties, occurring in representative establishments all over the country. As such, the occupational descriptions in the DOTT present average pictures of what takes place in Trinidad and Tobago and do not correspond precisely with any one establishment, unless that establishment is unique.

Occupational descriptions in the DOTT describe the type of work performed, not the person doing the work. A deliberate attempt is made to eliminate the use of sexually biased terminology, although at times it is not possible to eliminate it altogether.

STRUCTURE OF THE CLASSIFICATION

The occupational classification is modeled on the International Standard Classification of Occupations (ISCO-08) which places occupations into groups based on the criteria of work performed and skill or ability necessary to carry out the relevant duties, ranging in a progression from the broadest to the most detailed level of aggregation. However, the ISCO has been adapted to reflect the occupational structure of Trinidad and Tobago.

Occupations are classified into MAJOR, SUB-MAJOR, MINOR and UNIT groups based on similarity of work performed.

Major Groups are the broadest grouping of occupations. Apart from Major Group 0, the groups are based on the skill levels of workers and on very general areas of economic activity and are a convenient means of grouping all occupations falling within these wide fields of work. The Major Groups are as follows:-

Major Group 1 Managers

Major Group 2 Professionals

Major Group 3 Technicians and Associate Professionals

Major Group 4 Clerical Support Workers
Major Group 5 Service and Sales Workers
Major Group 6 Skilled Agricultural, Forestry and Fishery Workers
Major Group 7 Craft and Related Trades Workers
Major Group 8 Plant and Machine Operators and Assemblers
Major Group 9 Elementary Occupations
Major Group 0 Defence Force.

Sub-major Groups are divisions of the respective Major Groups. These are based on skill specialization relating to the field of knowledge required, the tools and machinery used, materials worked on or with, and the kinds of goods and services produced.

Minor Groups are a breakdown of Sub-Major Groups and also a collection of Unit Groups. The groupings at this level are still fairly general.

Unit Groups are the most specific grouping of occupations. They are basic groups of occupations in which the main tasks have many similar characteristics. Unit Groups thus have occupational homogeneity and there is a closer relationship between occupations in the same Unit Group in terms of work performed than between occupations from different Unit Groups.

COMPONENTS OF AN OCCUPATIONAL DESCRIPTION

Each occupational description has the following seven basic components:-

- i. Occupational Code Number;
- ii. Base Title, sometimes followed by Alternate Title(s);
- iii. Occupational Definition;
- iv. Statement of Duties;
- v. Related Job Titles, if any,
- vi. Education/Training and Experience Requirements and
- vii. Occupational Profile

Occupational Code Number

Six-digit code numbers are provided for all unique occupations in the DOTT. The first digit denotes the Major Group, the first two digits denote the Sub-Major Group, the first three digits denote the Minor Group, and the first four digits denote the Unit Group. The entire six-digit code number, including the two digits right of the decimal point, indicates the occupational category.

Occupational Titles

Base Titles appear immediately after the six digit code number and are printed in upper-case bold-face letters. These are the titles by which occupations are widely known and understood in the majority of establishments in Trinidad and Tobago.

Alternate Titles are the synonyms for Base Titles. They are the less frequently used titles by which such occupations are known. An occupation may have one or more alternate titles. They

are printed immediately after the Base Title, after a 'stroke' (/), in upper/lower case, bold-face type.

Related Titles are variations of the Base Titles, but are not sufficiently different from them to justify classification as separate six-digit occupations. These titles are printed in capital letters at the end of descriptions and are arranged in alphabetical order. The list of Related Titles is illustrative, not exhaustive.

Index Titles do not appear in descriptions but are listed only in the Alphabetical Index. These may be used if the list of Related Titles to an occupation is too lengthy. They carry the Occupational Code Number of the occupation in question.

Occupational Definition

The opening statement following the Base Title and/or Alternate Titles is the definition of an occupation, succinctly describing the nature and purpose of an occupation.

Statement of Duties

The statement of duties is presented in a bulleted format. It elaborates on the definition and provides information on the 'what', 'why' and 'how' of the occupation.

'May' items appear after the statement of duties. These duties are performed by some workers, in some establishments, but are not necessarily performed by all workers.

Education/ Training and Experience Requirements

These statements spell out the recruitment requirements of an occupation.

Occupational Profile

Occupational information contained in these profiles provides essential information for use in educational and vocational guidance, job development and placement, development of apprenticeship and training programmes, etc.

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OCCUPATIONAL DESCRIPTIONS

1112.10 SENIOR GOVERNMENT OFFICIAL

Plans, directs and coordinates administrative and technical activities of section or division within government ministry and/or assists departmental head with coordination of activities:

- Formulates and approves or submits for approval policies and programmes geared towards achievement of specific divisional aims;
- Consults and advises superior on policy matters, programmes and administrative and other matters to ensure conformity with national and departmental priorities;
- Collaborates with financial personnel to prepare sectional or divisional budget and draft estimates of expenditure;
- Issues guidelines and establishes implementation procedures for section controlled;
- Assigns duties to and coordinates activities through subordinate supervisory personnel to ensure programme implementation;
- Makes field visits where applicable, meets with subordinates, reviews reports to monitor progress of projects and provides technical advice;
- Liaises with relevant personnel in other government ministries or departments and regional and international organisations;
- Represents Ministry on committees and at national and international conferences;
- Participates in staff recruitment interviews;
- Trains subordinate staff attached to section and/or advises training personnel on institutional and in-service training programmes;
- Prepares research papers, administrative reports and performance appraisals of staff directly supervised.

May direct and control administrative and/or technical activities of entire ministry, authorise disbursement of approved funds and recommend award of contracts within specified budgetary limits.

RELATED TITLES

ASSISTANT DIRECTOR

DEPUTY DIRECTOR

DIRECTOR

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

University first degree, post-graduate training in a relevant area and considerable experience in public sector administration.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities; supervising other workers; handling.
Education and Training	Post-graduate University degree or diploma.
Development:	
Special Vocational Preparation:	Over 10 years.
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; influencing people; performing under stress; evaluation of information using subjective or judgmental criteria; ability to

Aptitudes:	work as part of a team/group Good communication skills; good numerical skills; ability to perceive pertinent details/differences in verbal/ tabular material.
Interests:	Leading and influencing others
Physical Demands:	Light work; writing; normal speech; hearing-ordinary; ordinary vision; standing, walking, sitting
Environmental Conditions:	Inside, daytime, nights, working around people.

1112.62 PRESIDENT, TOURISM DEVELOPMENT COMPANY

Leads development and implementation of strategic plan and delivers objectives on time and within budget:

- Develops strategic and financial plans in accordance with corporate mission
- Develops and maintains effective relationships with Chairman and Board of Directors and industry stakeholders
- Oversees operations to ensure efficient utilisation of resources and high standards of quality
- Develops effective management team
- Represents company at local and international fora and in negotiation of financing for project development

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Post-graduate qualifications in Tourism or Business management and ten or more years' experience in a senior leadership role. Experience in the tourism industry and in public sector funding and administration are advantages.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities; negotiating; handling.
Education and Training Development:	Post-graduate university degree/diploma.
Special Vocational Preparation:	Over 10 years.
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; influencing people; performing under stress; evaluation of information using subjective or judgmental criteria; precise attainment of set limits, tolerances or standards; ability to work as part of a team/group
Aptitudes:	Good communication skills; good numerical skills; ability to visualize objects in three dimensions from drawings/representations; ability to perceive details in objects or in graphic material and in verbal/ tabular material
Interests:	Business detail; leading and influencing others
Physical Demands:	Light work; use of hands and fingers, writing; normal speech, other types, hearing-ordinary conversation, ordinary vision, standing, walking, sitting.
Environmental Conditions:	Inside, daytime, nights, working around people

1112.65 LIFEGUARD SUPERVISOR II

Plans, directs and coordinates national lifeguard services to develop and maintain high standards of lifeguarding:

- Performs duties of Technical Supervisor, Public Service
- Researches and sources equipment, materials and medical supplies needed to perform lifeguard duties
- Visits beaches to detect safety hazards and monitors effectiveness of operation and maintenance of safety equipment
- Keeps abreast of management of lifeguarding internationally
- Arranges training programs for physical well being of lifeguards, use of lifeguarding equipment and paramedic procedures
- Arranges for radio communication links between beach units and protective services for emergencies
- Ensures dissemination of safety instructions to the public
- Stays current with laws for operating sea vessels and ensures that All Terrain Vehicles are licensed
- Obtains information on marine life and water conditions relative to water safety
- Monitors the progress of building works
- Analyses data with respect to all drowning cases
- Prepares reports on all activities

May provide lifeguard duties on request

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

CSEC/G.C.E. 'O' level passes in five subjects including Mathematics and English Language, and certificates in Award of Merit, Lifeguard Instructors, Physical Training Instructor, Supervisory Management, Art and Science of Coaching, and Cardio-Pulmonary Resuscitation (CPR.). Must possess Underwater Diving and Motor Launch Captain licences.

OCCUPATIONAL PROFILE

Data/People/Things	Integrating analyses of data to discover facts or develop concepts, directing work related activities of a group of workers, handling
Education and Training	Forms 4&5, CSEC/G.C.E 'O' level
Development	
Special Vocational Preparation	Over 5 years, up to and including 10 years
Temperaments	Direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria
Aptitudes	Good communication skills, Good numerical skills, ability to perceive pertinent details in objects or in pictorial/graphic material
Interest	Use of authority to protect people and property; humanitarian
Physical Demands	Light work; use of hands and fingers, writing; normal speech; hearing-ordinary conversation; vision-ordinary; standing, walking, sitting
Environmental Conditions	Inside and outside, daytime, working around people; wet.

1114.12 DIRECTOR OF TOURISM

Oversees research, development, marketing and quality of tourism products and services:

- Prepares plans for development, marketing and management of tourism sector using knowledge of current and projected trends in the local and international tourism industry
- Develops relations with stakeholders and promotes business at local and international levels
- Provides research capability to ensure short and long-term forecasts on industry to support corporate planning
- Develops operational capability of staff to maintain standards of facilities and service
- Ensures effective systems for monitoring of expenses against budgets and effective variance analysis and reporting
- Reports on results on regular basis

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

A Master's degree in Tourism, Business Management or Marketing and considerable experience in the industry including five or more years at a senior manager level. Experience in the operation and maintenance of tourism sites is required.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities; supervising other workers; handling.
Education and Training	Post-graduate university degree/diploma.
Development:	
Special Vocational Preparation:	Over 5 years, up to and including 10 years
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; influencing people; performing under stress; evaluation of information using subjective or judgmental criteria; precise attainment of set limits, tolerances or standards; ability to work as part of a team/group
Aptitudes:	Good communication skills; good numerical skills; ability to visualize objects in three dimensions from drawings/representations; ability to perceive details in objects or in graphic material and in verbal/ tabular material
Interests:	Business detail; leading and influencing others
Physical Demands:	Light work; use of hands and fingers, writing; normal speech, other types; hearing-ordinary conversation; ordinary vision; standing, walking, sitting
Environmental Conditions:	Inside, daytime, nights, working around people

1221.12 MANAGER, PRODUCT DEVELOPMENT, TOURISM

Plans, develops and monitors tourism products, services and accommodation to improve industry standards:

- Researches, develops and implements niche product and destination development strategies, plans and programmes
- Oversees development and implementation of quality control standards for accommodation, sites and products
- Contributes to development of standards by attending and making presentations at industry meetings
- Advises and provides guidance on developments in the industry
- Evaluates projects designed to enhance quality and standards of tourism products and services
- Develops budget and project approvals for each project, monitors expenditure and reports on projects
- Develops and implements schedules for annual inspection of accommodation properties and tourism sites
- Researches, evaluates and makes recommendations with regard to changes of tourism products
- Supervises assigned professional and support staff and provides opportunities for their development
- Develops annual departmental budget, schedules expenditure, analyzes variances and implements corrective actions
- Keeps abreast of developments in the field
- Maintains current and historical records

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Bachelor of Science degree in Tourism or Business Management, post-graduate degree in Marketing or Project Management and 8 – 10 years' experience in product and brand development. Knowledge of a foreign language is required.

OCCUPATIONAL PROFILE

Data/People/Things:	Integrating analyses of data to discover facts or develop concepts; supervising other workers; handling
Education and Training Development:	Post-graduate university degree/diploma
Special Vocational Preparation:	Over 5 years, up to and including 10 years
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; influencing people; evaluation of information using subjective or judgmental criteria; ability to work as part of a team/group
Aptitudes:	Good communication skills; good numerical skills; ability to perceive pertinent details/differences in verbal/tabular material.
Interests:	Business detail; using sales and promotion techniques; leading and influencing others, using high-level verbal or numerical abilities.
Physical Demands:	Light work; use of hands and fingers, writing; normal speech, other types; hearing – ordinary conversation; vision – ordinary; standing, walking, sitting.
Environmental Conditions:	Inside, daytime, nights, working around people

1221.13 MANAGER, INVESTMENT PROMOTION, TOURISM

Develops and oversees implementation of strategies and policies on behalf of tourism organisation to promote hotel investment in country:

- Leads research on investment sector and opportunities
- Develops strategies and plans for investment promotion
- Oversees implementation of strategies and plans and reports on activities
- Markets available investment opportunities and assesses proposals
- Advises existing and potential investors of policies and processes designed to facilitate realization of investment goals
- Develops and maintains relations with stakeholders and regulatory authorities
- Plans, conducts and makes presentations at seminars, training programmes and workshops to increase awareness of investment opportunities
- Develops annual departmental budget, schedules expenditure, analyzes variances and implements corrective actions
- Supervises assigned professional and support staff and provides opportunities for their development
- Keeps up to date with developments in the field
- Maintains current and historical records

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

First degree in Business Management or Marketing Management, Postgraduate qualification in Marketing or Project Management and 5 – 8 years in a related capacity. Knowledge of a foreign language is required

OCCUPATIONAL PROFILE

Data/People/Things:	Integrating analyses of data to discover facts or develop concepts; supervising other workers; handling
Education and Training	Post-graduate University degree/diploma
Development:	
Special Vocational Preparation:	Over 5 years, up to and including 10 years
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control, and planning of an activity or project; dealing with people beyond giving and receiving instructions; influencing people; evaluation of information using subjective or judgmental criteria; ability to work as part of a team/group.
Aptitudes:	Good communication skills; good numerical skills; ability to perceive pertinent details/differences in verbal/tabular material.
Interests:	Business detail; using sales and promotion techniques; influencing others, using high-level verbal or numerical abilities
Physical Demands:	Sedentary work; use of hands, writing; normal speech, other types; hearing-ordinary conversation; vision-ordinary; standing, sitting
Environmental Conditions:	Inside, daytime, working around people

1411.10 HOTEL MANAGER/General Manager, Hotel

Manages and co-ordinates operations of hotel to ensure efficient and profitable functioning:

- Develops plans and formulate policies in consultation with Board of Management
- Monitors and co-ordinates implementation of approved plans and budgets
- Plans promotional activities to increase hotel occupancy
- Makes daily inspection tours to monitor operations and ensures that departments are functioning properly
- Provides advice or initiates remedial action where problems are encountered
- Performs administrative functions relevant to hotel's operations
- Supervises and co-ordinates staff activities
- Directs supervisors as to new hotel policies/or changes in policies
- Negotiates prices for major purchases of goods and services for hotel
- Evaluates takings and hotel occupancy rates to determine profitability of operations
- Represents hotel at conferences, seminars and other meetings

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Diploma in Business Studies or a Degree in Hotel Management or Business Studies and 10 years in Hospitality Industry, at least 5 of which should be in a supervisory position. Knowledge of foreign languages is an asset.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities, supervising other workers, handling.
Education and Training	Awards not equivalent to University first degrees, obtained at technical institute, training school, similar institution
Development:	Over 5 years, up to and including 10 years
Special Vocational Preparation:	
Temperaments:	Ability to work on different types of tasks without loss of efficiency; directing and planning of activities or projects; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria; ability to work as part of a team/group.
Aptitudes:	Good communication skills, good numerical skills, ability to perceive pertinent details/differences in verbal/tabular material.
Interests:	Business detail; leading and influencing others
Physical Demands:	Sedentary/light work; use of hands and fingers, writing; normal speech; hearing – ordinary conversation; vision - ordinary; standing, walking, sitting.
Environmental Conditions:	Inside, daytime, nights, shifts/on call, working around people.

1411.12 OWNER-OPERATOR, GUESTHOUSE

Operates guest house to provide accommodation and meals for guests:

- Performs duties of Small Business Manager/Managing Supervisor
- Handles room reservation requests
- Plans daily menus and prepares recipes for kitchen staff

- Ensures maintenance of aesthetic environment
- Provides and/or arranges for hired transport, tour information and flight confirmation for visitors

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

5 GCE O-Levels or CSEC General Proficiency passes, Diploma in Middle Management from the Trinidad and Tobago Hospitality Institute (TTHI).

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities, supervising other workers, handling.
Education and Training Development:	Forms 4 & 5, CSEC/GCE O-level
Special Vocational Preparation:	Over 2 years, up to and including 3 years
Temperaments:	Ability to work on different types of tasks without loss of efficiency; directing and planning of activities or projects; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria, precise attainment of set limits, tolerances or standards, ability to work as part of a team/group.
Aptitudes:	Good communication skills, ability to perceive pertinent details in verbal/tabular material.
Interests:	Business detail; catering to the wishes of others on a personal basis,
Physical Demands:	Light work; reaching, use of hands, writing; normal speech; hearing - ordinary conversation; vision – ordinary; standing, walking and sitting.
Environmental Conditions:	Inside, daytime, nights, working around people

1411.13 FOOD AND BEVERAGE MANAGER, HOTEL/Food and Beverage Cost Controller/ Restaurant and Bar Manager

Manages operations of food and beverage departments of hotel to ensure efficient and profitable functioning and quality of service:

- Monitors operations in kitchen, dining room, bars and other sub-departments to ensure adherence to standards of efficiency, hygiene and courtesy
- Monitors appearance of staff members to ensure neatness and uniformity
- Checks menus prepared by **Chef** for variety and visual appeal
- Plans special events in food service
- Organises preparation of dining and bar facilities
- Negotiates with clients requesting use of dining facilities
- Establishes effective purchasing and receiving procedures for food and beverage supplies
- Investigates and resolves complaints regarding food and beverage service
- Attends meetings to discuss general operations of establishment
- Attends social gatherings organised by hotel to ensure standards are maintained
- Prepares annual departmental budget and monitors income and expenditure to ensure profitability
- Authorises and signs requisitions
- Ensures security against pilferage
- Assists in recruitment and training of staff

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Diploma in Hotel Management (Food and Beverage Supervision) and 5 to 10 years experience in the hospitality industry.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities, supervising other workers, handling.
Education and Training Development:	Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution.
Special Vocational Preparation:	Over 5 years, up to and including 10 years.
Temperaments:	Ability to work on different types of tasks without loss of efficiency; directing and planning of activities or projects; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria; ability to work as part of a team/group.
Aptitudes:	Good communication skills; good numerical skills; ability to perceive pertinent details/differences in verbal/tabular material.
Interests:	Business detail; leading and influencing others;
Physical Demands:	Sedentary/light work; use of hands and fingers, writing; normal speech; hearing - ordinary conversation; vision-ordinary; standing, walking and sitting.
Environmental Conditions:	Inside, daytime, nights, working around people.

1411.14 EXECUTIVE HOUSEKEEPER

Directs overall operations of housekeeping department and coordinates activities with other hotel departments to ensure adherence to hotel policies:

- Directs housekeeping activities to ensure maintenance of established standards of cleanliness throughout property
- Communicates with other departments daily to establish priority tasks needed for optimal guest satisfaction
- Implements decisions made in terms of department's needs and activities
- Monitors productivity, scheduling, payroll and timely ordering of supplies to ensure that department functions within budget constraints
- Guides training and development of housekeeping personnel using standards-based programme, performance review system and progressive disciplinary procedures
- Coordinates purchasing, ordering, inventory and distribution of uniforms, room linen and food-and-beverage linen
- Monitors morale and employee satisfaction in housekeeping department to achieve optimal teamwork and employee responsibility
- Oversees daily maintenance projects as well as larger refurbishment and renovation programmes
- Takes action to address issues relating to quality, customer-satisfaction and profit achievement

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

A first degree in Hospitality Management and at least seven years' experience in the hospitality field with 3-5 years in a similar position.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities; teaching or training others; handling
Education and Training Development:	University first degree.
Special Vocational Preparation:	Over 5 years, up to and including 10 years
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; influencing people; evaluation of information using subjective or judgmental criteria; precise attainment of set limits, tolerances or standards; ability to work as part of a team/group.
Aptitudes:	Good communication skills; good numerical skills; ability to perceive pertinent details in objects or in pictorial/graphic material; ability to perceive pertinent details/differences in verbal/tabular material.
Interests:	Business detail; leading and influencing others, using high-level verbal or numerical abilities.
Physical Demands:	Light work, use of hands, writing; normal speech; hearing-ordinary conversation; vision-ordinary, colour vision; standing, walking, sitting; smelling
Environmental Conditions:	Inside and Outside, daytime, nights, shifts/on call, working around people

1411.15 ACTIVITIES MANAGER, HOTEL

Plans, directs and supervises recreational activities of hotel:

- Designs and implements recreational activities such as children's and fitness programmes
- Ensures that guests receive efficient, friendly and personalized service
- Promotes services and facilities of hotel to guests
- Promotes positive guest relations

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Post-secondary training and certification in Events Management and First Aid and at least 3 years' experience in the field of recreational activities or fitness.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities, supervising other workers, handling.
Education and Training Development:	Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution.
Special Vocational Preparation:	Over 2 years, up too and including 3 years.
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria; ability to work as part of a team/group.
Aptitudes:	Good communication skills; good numerical skills; ability to visualise

objects in three dimensions from drawings/representations; ability to perceive pertinent details in objects or in pictorial/graphic material; ability to perceive pertinent details/differences in verbal/tabular material.

Interests: Catering to the wishes of others on a personal basis; leading and influencing others, using high-level verbal or numerical abilities.

Physical Demands: Light work; use of hands and fingers, writing; normal speech; hearing-ordinary conversation; vision-ordinary, colour vision; standing, walking and sitting.

Environmental Conditions: Inside and outside, daytime, nights, shifts/on call, working around people

1412.10 MANAGER, RESTAURANT, FAST FOOD AND CATERING SERVICE

Manages and coordinates operations of food preparation and service establishments and supervises activities of staff:

- Performs duties of Small Business Manager/Managing Supervisor
- Confers with clients to determine service needs
- Prepares budgets or ensures ordering within budgetary allocations
- Monitors availability of supplies
- Discusses with Cook specific orders and quantities of supplies required
- Prepares recipes and advises on preparation and presentation of special dishes
- Monitors subordinates' food service and customer handling techniques to ensure proper service
- Checks venues for off-premises catering to ensure availability of adequate facilities
- Changes menu periodically to maintain client interest
- Plans decor and/or seeks services of trained personnel to enhance environment or ambience of establishment

RELATED TITLES

RESTAURANT MANAGER

MANAGER/WORKING PROPRIETOR, CATERING SERVICES

MANAGER/WORKING PROPRIETOR, FAST FOOD OUTLET

MANAGER/WORKING PROPRIETOR, RESTAURANT

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Diploma in Business, Hotel Management or Hotel Catering and 3 years' experience at a supervisory level in the hospitality industry.

OCCUPATIONAL PROFILE

Data/People/Things: Planning and directing work activities, supervising other workers, handling.

Education and Training Development: Awards not equivalent to university first degrees, obtained at technical Institute, training school, similar institution

Special Vocational Preparation: Over 3 years, up to and including 5 years

Temperaments: Ability to work on different types of tasks without loss of efficiency; directing and planning of activities or projects; dealing with people

beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria, ability to work as part of a team/group.

Aptitudes:	Good communication skills; Good numerical skills; ability to perceive pertinent details/differences in verbal/tabular material.
Interests:	Business detail; catering to the wishes of others on a personal basis.
Physical Demands:	Sedentary/light work; reaching, use of hands, writing; normal speech; hearing-ordinary conversation; vision-ordinary; standing, walking and sitting.
Environmental Conditions:	Inside, outside, daytime, nights, working around people.

1431.24 SUPERVISOR, CRUISE SHIPPING

Supervises and coordinates activities of cruise ship complex to ensure optimum use and effective service:

- Researches international cruise industry and develops strategies in conjunction with staff of tourism authority to promote country as cruise ship destination
- Maintains communication with local and international tourism and cruise community to promote optimum use of cruise ship complex
- Represents organization at national and international tourism seminars, conferences and exhibitions.
- Coordinates cruise ship visits including boarding ships as required to ensure overall satisfaction
- Ensures protocol arrangements in place for distinguished visitors
- Prepares budget and manages revenue and expenditure of facility
- Handles matters relating to rental of units by concessionaires
- Develops other revenue-generating business such as rental of premises for functions, fax and internet services
- Provides information required by users of the complex and attends to complaints
- Ensures maintenance and improvement of infrastructural requirements such as upkeep of facilities, provision of proper
- Supervises staff of the cruise ship complex

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Five CSEC/GCE 'O' Levels, Diploma in Marketing or Communications and in-service training in terminal management.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities, supervising other workers, handling.
Education and Training Development:	Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution.
Special Vocational Preparation:	Over 3 years up to and including 5 years.
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; influencing people; evaluation of information using subjective or judgmental criteria.

Aptitudes:	Good communication skills, good numerical skills, ability to perceive pertinent details/differences in verbal/tabular material.
Interests:	Business detail; leading and influencing others, using high-level verbal or numerical abilities.
Physical Demands:	Light work; climbing; writing; normal speech; hearing – ordinary conversation; vision – ordinary, night vision; standing, walking and sitting.
Environmental Conditions:	Inside, daytime, nights, shifts/on call, working around people.

1431.25 MANAGER, DESTINATION COMPANY

Plans and coordinates accommodation, travel and entertainment for foreign or local tourists:

- Determines services and prices that will be offered by company
- Establishes and maintains contact with companies and individuals offering services in hospitality industry, such as travel agencies, hotels, restaurants, vehicle rental and tour companies
- Arranges for services on behalf of clients, negotiating favourable rates
- Organises tours for individuals and groups, planning itineraries and scheduling timing of tours and transport
- Contracts services of specialised tour operators such as those offering reef visits, fishing trips or eco-tours
- Markets services of company locally and at trade conferences abroad and keeps abreast of developments in industry
- Ensures safety and satisfaction of visitors, providing necessary information and resolving problems on behalf of their principals

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

CSEC/GCE passes in subjects such as Mathematics, English, Geography, Business Studies and Foreign Languages. Three to five years' experience in travel or tour industry. Knowledge of foreign languages is an asset.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities, supervising other workers, handling.
Education and Training Development:	Forms 4 & 5, CSEC/GCE 'O'Levels.
Special Vocational Preparation:	Over 3 years, up to and including 5 years.
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria; ability to work as part of a team
Aptitudes:	Good communication skills; numerical skills; ability to perceive pertinent details in objects or in pictorial/graphic material; ability to perceive pertinent details/differences in verbal/tabular material.
Interests:	Business detail; catering to the wishes of others on a personal basis; leading and influencing others, using high-level verbal or numerical abilities.

Physical Demands: Sedentary/light work; use of hands and fingers, writing; normal speech; hearing – ordinary conversation; vision – ordinary; standing, walking and sitting.

Environmental Conditions: Inside, daytime, nights, shifts/on call, working around people.

1431.26 DIVE OPERATOR/Dive Shop Manager

Manages facility which offers dive tours and recreational scuba training to members of public:

- Performs duties of Small Business Manager to operate dive shop
- Supervises and trains staff as required
- Ensures certification of diving and boat-handling staff;
- Ensures maintenance of scuba equipment according to manufacturer’s specifications and updating of maintenance records;
- Verifies seaworthiness of dive boat and functionality of operating and safety equipment and communication gear;
- Establishes procedures for emergency access to nearest recompression chamber;
- Maintains communication with medical practitioners experienced in dive-related injuries;
- Develops establishment guidelines to prevent persons at risk from undertaking dives;

May negotiate with staff of destination management companies to include services in holiday packages for visitors.

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Five years of secondary school education and 3 – 5 years experience in diving. Training and certification in First Aid and Cardio-Pulmonary Resuscitation (CPR)

OCCUPATIONAL PROFILE

Data/People/Things: Planning and directing work activities, supervising other workers, handling.

Education and Training Development: Forms 4 & 5, CSEC/GCE O-level

Special Vocational Preparation: Over 3 years, up to and including 5 years

Temperaments: Direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria; precise attainment of set limits, tolerances or standards.

Aptitudes: Good communication skills, good numerical skills, ability to perceive pertinent details/differences in verbal/tabular material.

Interests: Catering to the wishes of others on a personal basis.

Physical Demands: Light work; use of hands, writing; normal speech; hearing – ordinary conversation; vision – ordinary; standing, walking, sitting.

Environmental Conditions: Inside and outside, daytime, nights, some exposure to fumes and glare.

1431.27 TOUR OPERATOR/Tour Coordinator

Ensures that components for tours are in place and that tours proceed smoothly:

- Pre-checks hotels to ensure that arrangements for visitor accommodation are in place
- Selects and hires contract staff to suit tours and briefs them on tour activities
- Verifies serviceability of tour vehicles or boats
- Contacts staff at tour stops to confirm that visitors are expected
- Meets arriving visitors at ports, helps them through immigration and customs formalities, accompanies them to their hotel(s) and ensures they are settled
- Provides information on tour arrangements and collects tour/entrance fees
- Performs duties of Tour Guide or assigns Tour Guide or Driver-Guide to escort visitors
- Assists in resolving problems such as vehicles breaking down on tour or visitor getting sick
- Participates in local marketing of companies' services and preparation of promotional material

May maintain contact with overseas clients

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

CSEC/GCE 0-Level passes in English Language, Mathematics. Knowledge of History, Geography and a foreign language are desirable. Training in First Aid is an asset. 2-3 years experience as a Tour Guide

OCCUPATIONAL PROFILE

Data/People/Things: Examining and evaluating data, supervising other workers; handling

Education and Training Forms 4 & 5, CSEC/GCE 0-Level

Development:

Special Vocational Over 2 years, up to and including 3 years

Preparation:

Temperaments: Changing from one task to another of a different nature without loss of efficiency or composure; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria; ability to work as part of a team/group

Aptitudes: Good communication skills; ability to perceive pertinent details/ differences in verbal/tabular material

Interests: Catering to the wishes of others on a personal basis.

Physical Demands: Light work; use of hands and fingers, writing; normal speech, other types; hearing-ordinary conversation; vision-ordinary.

Environmental Inside and Outside, daytime, nights, working around people; standing,
Conditions: walking, sitting.

1431.28 KAYAK RENTAL OPERATOR

Rents kayaks to customers and instructs them on proper usage:

- Greets customers
- Selects kayaks and checks to ensure seaworthiness
- Instructs kayakers on proper kayaking technique
- Ensures that kayakers are secured in life jackets
- Observes kayakers on water to monitor safe operation
- Performs periodic repairs and maintenance on kayaks

- Accepts payments from customers
- Consults with fiberglass worker for replacement kayaks

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Post primary/junior secondary level education, one to two years’ on-the-job-training, and a certificate in life saving.

OCCUPATIONAL PROFILE

Data/People/Things: Planning and directing work activities, teaching or training others, manipulating.

Education and Training Development: Post primary, Forms 1, 2, 3

Special Vocational Preparation: Over 1 year, up to and including 2 years

Temperaments: Direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria.

Aptitudes: Good communication skills, good numerical skills, ability to perceive pertinent details/differences in verbal/tabular material.

Interests: Business detail; catering to the wishes of others on a personal basis.

Physical Demands: Light work, lifting, carrying; stooping; use of hands, strong grip, writing, normal speech, hearing – ordinary conversation, vision – ordinary, field of vision; walking and sitting; good bodily coordination.

Environmental Conditions: Inside and outside, daytime, working around people; wet; glare

1431.29 BICYCLE RENTAL OPERATOR

Rents bicycles to customers:

- Dispatches bicycles and helmets to customers
- Records duration of customer’s bicycle usage to calculate rental charges
- Repairs and services bicycles or supervises activities of persons involved in maintenance of bicycles

May accompany customers on guided tours

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Post-primary/junior secondary level education, 3 – 6 months on-the-job-training.

OCCUPATIONAL PROFILE

Data/People/Things: Planning and directing work activities, communicating with people to convey or exchange information; manipulating.

Education and Training Development: Post primary, Forms 1, 2, 3

Special Vocational Preparation: Over 3 months, up to and including 6 months

Temperaments: Direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of

information using subjective or judgmental criteria.

Aptitudes: Good communication skills, good numerical skills, ability to perceive pertinent details/differences in verbal/tabular material.

Interests: Business detail; catering to the wishes of others on a personal basis.

Physical Demands: Sedentary/light work; stooping, crouching, use of hands and fingers, strong grip, writing; normal speech, hearing – ordinary; vision - ordinary; standing, sitting

Environmental Conditions: Inside, daytime, working around people.

1431.35 BAR OWNER/ Pub Owner /Snackette Owner

Manages and operates a bar, pub or snackette to offer beverages and/or snacks for sale:

- Performs duties of Small Business Manager/Managing Supervisor
- Takes customers' orders
- Serves beverages and snacks at bar
- Collects payments
- Maintains display of drinks and snacks
- Replenishes supplies
- Provides musical entertainment for patrons
- Opens and closes premises

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Post-primary/junior secondary level education and 3-5 years' related work experience.

OCCUPATIONAL PROFILE

Data/People/Things: Planning and directing work activities, supervising other workers, handling.

Education and Training Development: Post-primary, Forms 1, 2, 3

Special Vocational Preparation: Over 3 years, up to and including 5 years.

Temperaments: Direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria

Aptitudes: Good numerical skills; ability to move and work with hands easily and skillfully.

Interests: Business detail; catering to the wishes of others on a personal basis.

Physical Demands: Light/medium work, lifting, carrying; raising of arms; reaching, use of hands, writing; normal speech; hearing - ordinary conversation; vision - ordinary; standing, walking and sitting.

Environmental Conditions: Inside, daytime, nights, working around people; wet; noise

1439.11 TRAVEL AGENCY MANAGER

Directs operations of travel agency and supervises travel agency staff:

- Performs duties of Small Business Manager/Managing Supervisor
- Maintains contact with airline personnel on matters relating to schedules and fares
- Communicates with other travel agency representatives or package tour companies to negotiate or determine cost of packages, facilities and services offered to travellers
- Handles complaints and sorts out travel problems
- Supervises staff
- Issues cheques for passenger refunds
- Analyses sales reports and prepares deposits for banking.

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

CSEC/GCE O' Levels; including English Language and Mathematics and 5 to 10 years in the travel industry. Knowledge of foreign languages and travel related software is an asset.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities, exchanging information to arrive at terms of agreement, handling.
Education and Training Development:	Forms 4 & 5, CSEC/GCE 0-Level
Special Vocational Preparation:	Over 5 years, up to and including 10 years
Temperaments:	Direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions, evaluation of information using subjective or judgmental criteria.
Aptitudes:	Good communication skills, good numerical ability, ability to perceive pertinent details/differences in verbal/tabular material.
Interests:	Business detail
Physical Demands:	Sedentary work; use of hands and fingers, writing; normal speech hearing – ordinary conversation; vision - ordinary; standing, walking and sitting.
Environmental Conditions:	Inside, daytime; working around people.

2422.15 TOURISM ADVISOR

Assists government ministry with development, implementation and monitoring of tourism policies and programmes:

- Conducts research towards development of tourism policy, programmes and briefs
- Develops tourism policy
- Reviews, analyses and makes recommendation on tourism-related trade agreements and other documents
- Develops tourism projects and drafts project documents
- Implements or assists with implementation of tourism projects, conducting site visits as required
- Collaborates with stakeholders in the tourism sector on tourism matters
- Represents Tourism Ministry on policy-related committees
- Prepares Cabinet notes, reports, briefs, speeches, press and statements and drafts replies to ministerial and departmental correspondence

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

A University Degree in Tourism/Hospitality Management (preferably postgraduate) OR a degree in a social or environmental science with some tertiary level tourism/hospitality training and 2 years' experience in the tourism industry

OCCUPATIONAL PROFILE

Data/People/Things:	Integrating analyses of data to discover fact or develop concepts; influencing others; handling
Education and Training	University first degree
Development:	
Special Vocational Preparation:	Over 3 years, up to and including 5 years
Temperaments:	Influencing people; evaluation of information using subjective or judgmental criteria
Aptitudes:	Good communication skills, good numerical skills, ability to perceive pertinent details in objects or in pictorial/graphic material; ability to perceive pertinent details/differences in verbal/tabular material
Interests:	Business detail; leading and influencing others
Physical Demands:	Sedentary/Light work; use of hands and fingers, writing; normal speech; hearing – ordinary conversation; vision – ordinary; standing, walking, sitting
Environmental Conditions:	Inside, outside, daytime, working around people

2431.24 DESTINATION MARKETING COORDINATOR

Develops programmes, designs marketing strategies and implements marketing campaigns to promote country as a tourism destination:

- Liaises with stakeholders to solicit requirements and views on effectiveness of marketing initiatives/strategies
- Conducts market research and analysis and evaluates trends and changes in tourism destinations
- Develops market plans and programs to maintain marketing effectiveness and increase market share
- Provides information to ensure the country is properly marketed at trade shows, trade fairs, meetings and conventions, locally and internationally
- Prepares reports on destination marketing initiatives and activities
- Provides input into development of departmental budget
- Attends workshops, seminars and other meetings to enhance professional and technical knowledge
- Maintains current and historical records.

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Degree in Tourism Management or Business Management. 1 – 2 year's experience in Marketing. Knowledge of a foreign language is required.

OCCUPATIONAL PROFILE

Data/People/Thing:	Planning and directing work activities; influencing others; handling.
Education and Training	University first degree
Development:	
Special Vocational Preparation:	Over 3 years, up to and including 5 years

Temperaments:	Direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; influencing people; ability to work as part of a team.
Aptitudes:	Good communication skills; good numerical skills; ability to perceive pertinent details in objects or in pictorial/graphic material; ability to perceive pertinent details/differences in verbal/tabular material.
Interests:	Business detail; leading and influencing others.
Physical Demands:	Sedentary work; writing; normal speech; hearing – ordinary conversation vision – ordinary; sitting.
Environmental Conditions:	Inside, daytime, nights, working around people.

2431.25 INVESTMENT PROMOTION COORDINATOR, TOURISM

Researches and advises potential investors on hotel investment opportunities and development of proposals:

- Conducts research into investment opportunities in country
- Implements approved promotional strategies and plans
- Advises existing and potential investors of policies and processes designed to facilitate realization of investment goals
- Monitors approved projects and reports on findings
- Makes presentations at meetings, seminars and workshops to increase awareness of investment opportunities
- Provides input into preparation of departmental budget
- Keeps abreast of developments in the field
- Compiles and updates departmental records

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

First degree in Business Management or Marketing and 1 – 2 years' experience in a related field. Knowledge of a foreign language is required.

OCCUPATIONAL PROFILE

Data/People/Things:	Examining and evaluating data; influencing others; handling
Education and Training	University first degree
Development:	
Special Vocational Preparation:	Over 3 years, up to and including 5 years
Temperaments:	Dealing with people beyond giving and receiving instructions; influencing people; evaluation of information using subjective or judgmental criteria.
Aptitudes:	Good communication skills; good numerical skills; ability to visualise objects in three dimensions from drawings/representations; ability to perceive pertinent details in objects or in pictorial/graphic material; ability to perceive pertinent details/differences in verbal/tabular material.
Interests:	Business detail; using sales and promotion techniques; leading and influencing others, using high-level verbal or numerical abilities.
Physical Demands:	Light work; use of hands and fingers; normal speech, other types;

hearing-ordinary conversation; vision-ordinary; standing, walking, sitting.

**Environmental
Conditions:**

Inside, daytime, nights, working around people.

2710.11 QUALITY CONTROL SPECIALIST, TOURISM

Develops and ensures implementation of quality and operating standards for tourism sector:

- Identifies industry requirements by conferring with tourism service providers, evaluating their operations and noting areas for improvement and upgrade
- Collaborates with service providers in development of quality and operating standards
- Creates and updates documents on quality standards and measures
- Enforces quality assurance policies and procedures
- Collects, analyzes and summarizes information and trends and prepares report on findings
- Organizes and shares information at seminars, training programmes and workshops to increase awareness on quality standards and operations
- Supervises assigned workers and provides development opportunities
- Provides input for development of annual departmental budget
- Keeps abreast of developments in the field of quality and standards
- Maintains and updates current and historical records

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

First degree in tourism-related field and 3-5 years experience in a project-based environment.

Post-graduate qualifications in a related field would be an asset.

OCCUPATIONAL PROFILE

Data/People/Things: Planning and directing work activities; supervising other workers; handling

Education and Training University first degree

Development:

Special Vocational Preparation: Over 5 years, up to and including 10 years

Temperaments: Direction, control and planning of an activity or project ; dealing with people beyond giving and receiving instructions ; influencing people; evaluation of information using subjective or judgemental criteria; precise attainment of set limits, tolerances or standards; ability to work as part of a team/group

Aptitudes: Good communication skills; ability to perceive pertinent detail/differences in verbal/tabular material.

Interests: Business detail; leading and influencing others, using high-level verbal or numerical abilities.

Physical Demands: Light work; use of hands and fingers, writing; normal speech; hearing –ordinary conversation; vision – ordinary; standing, walking, sitting.

Environmental Conditions: Inside, daytime, working around people

2710.12 QUALITY CONTROL COORDINATOR, TOURISM

Assists with development and implementation of quality standards and guidelines in the tourism industry:

- Confers with tourism service providers on their operations and identifies areas for support
- Conducts research into quality standards and measures
- Organizes seminars, training programmes and workshops to build awareness of quality standards and operations
- Provides inputs for development of departmental budget
- Keeps abreast of developments in the field of quality and standards
- Maintains and updates records

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

First degree in a tourism-related field and 2-3 years experience in a similar capacity

OCCUPATIONAL PROFILE

Data/People/Things:	Examining and evaluating data; communicating with people to convey or exchange information; handling.
Education and Training Development:	University first degree.
Special Vocational Preparation:	Over 3 years, up to and including 5 years.
Temperaments:	Dealing with people beyond giving and receiving instructions; influencing people; evaluation of information using subjective or judgmental criteria; ability to work as part of a team/group.
Aptitudes:	Good communication skills; ability to perceive pertinent details/differences in verbal/tabular material.
Interests:	Business detail; leading and influencing others, using high-level verbal or numerical abilities.
Physical Demands:	Light work; use of hands and fingers, writing; normal speech; hearing-ordinary conversation; vision-ordinary; standing, walking, sitting
Environmental Conditions:	Inside, daytime, working around people.

2710.13 SITES AND ATTRACTIONS SPECIALIST

Monitors and oversees the development and upkeep of beaches, historical sites and attractions and supervises related technical staff:

- Identifies current and future facilities and sites for planning and development purposes
- Assesses conditions of facilities and sites and prepares reports on works required
- Monitors works in progress and ensures completion according to specifications and standards
- Monitors contractual requirements and oversees provision of contractual services
- Inspects beaches, historical sites, and other attractions and advises on maintenance and quality matters
- Establishes and maintains relationships with regulatory agencies and utility service providers
- Conducts research and prepares reports to assist with evaluation of tenders
- Supervises assigned workers and provides opportunities for staff development
- Provides input into preparation of annual departmental budget
- Keeps abreast of developments in the field

- Maintains current and historical records

EDUCATION/ TRAINING/EXPERIENCE REQUIREMENTS:

First degree in a tourism – related field, 3 – 5 years experience in a project-based environment including supervisory experience. Post-graduate qualifications in a related field would be an asset.

OCCUPATIONAL PROFILE

Data/People/Thing:	Planning and directing work activities; exchanging information to arrive at terms of agreement; handling.
Education and Training	University first degree
Development:	
Special Vocational Preparation:	Over 5 years, up to and including 10 years
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control and planning of an activity or project; dealing with people beyond giving and receiving instruction; influencing people; evaluation of information using judgmental criteria; ability to work as part of a team.
Aptitudes:	Good communication skills; good numerical skills; ability to visualize objects in three dimensions from drawings/representations; ability to perceive pertinent details in objects or in pictorial/graphic material; ability to perceive pertinent details/differences in verbal/tabular material; ability to move body members with good coordination.
Interests:	Business detail; leading and influencing others using high level verbal or numerical abilities.
Physical Demands:	Light work; writing; normal speech; hearing – ordinary conversation; vision – ordinary, acuity beyond 6 metres, colour vision; standing, walking, sitting.
Environmental Conditions:	Inside, outside, daytime, working around people; dust, dirt, glare.

2710.14 DESTINATION SERVICES SPECIALIST

Ensures that destination information provided by tourism organisation is current, timely and representative of the country:

- Ensures availability of up-to-date promotional information, brochures and newsletters
- Provides information dossiers and tokens and contributes to awareness by sharing information at seminars, training programmes and workshops
- Supervises assigned staff and provides opportunities for their development
- Provided input into departmental budget, schedules expenditure, analyzes variances and implements corrective action
- Keeps up to date with developments in the field
- Maintains current and historical records

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

First degree in Tourism-related field and 3 – 5 years experience in a similar capacity. Knowledge of one or more foreign languages required.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities; supervising other workers; handling
Education and Training Development:	University first degree
Special Vocational Preparation:	Over 5 years, up to and including 10 years
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria; ability to work as part of a team/group.
Aptitudes:	Good communication skills; ability to perceive pertinent details in object or in pictorial/graphic material; ability to perceive pertinent details/differences in verbal/tabular material.
Interests:	Using sales and promotional techniques; leading and influencing others, using high-level verbal or numerical abilities.
Physical Demands:	Light work; use of hands and fingers, writing; normal speech, other types; hearing-ordinary conversation; vision-ordinary, colour vision; standing, walking, sitting
Environmental Conditions:	Inside, daytime, nights, working around people.

2710.15 SITES & ATTRACTIONS COORDINATOR

Monitors maintenance of beaches, historical sites and attractions and oversees upgrades and repairs to sites:

- Assist with identification of current and future tourism facilities for planning and development purposes
- Inspect beaches, historical sites and attractions to ensure maintenance according to stipulated standards and efficiency of operations
- Maintains working relationship with regulatory authorities and utility service providers
- Provides input into annual departmental budget
- Keeps up to date with developments in the field
- Maintains current and historical records
- Prepares reports on activities to guide managerial decision-making

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

First degree in a tourism-related field and 2-3 years' experience in a similar capacity

OCCUPATIONAL PROFILE

Data/People/Things:	Examining and evaluating data; communicating with people to convey or exchange information; handling.
Education and Training Development:	University first degree.
Special Vocational Preparation:	Over 3 years, up to and including 5 years.
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria;

Aptitudes:	ability to work as part of a team/group. Good communication skills; ability to visualise objects three dimensions from drawings/representations; ability to perceive pertinent details in objects or in pictorial/graphic material; ability to perceive pertinent details/differences in verbal/tabular material.
Interests:	Business detail
Physical Demands:	Light work; climbing; use of hands, writing; normal speech, other types; hearing-ordinary conversation; vision-ordinary, acuity beyond 6 metres, colour vision; standing, walking, sitting.
Environmental Conditions:	Inside and outside, daytime, working around people; dust, dirt, glare

3159.11 DIVE BOAT OPERATOR/Boat Captain, Dive Boat

Operates marine craft used to transport divers and equipment to and from dive sites and provides surface support during diving:

- Verifies seaworthiness of dive boat and functionality of operating and safety equipment and communication gear
- Directs and coordinates activities of crew or workers
- Ensures display of sport diver flag to warn other vessels of diving in progress
- Keeps boat in close proximity to buoys marking diving position

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Secondary school education, Launch Captain's License, Safety Training Certificate and three to five years' work-related experience.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities, supervising other workers, driving-operating equipment.
Education and Training Development:	Forms 4 & 5, CSEC/GCE 0-Level;
Special Vocational Preparation:	Over 3 years, up to and including 5 years experience.
Temperaments:	Direction, control and planning of an activity or project; evaluation of information using subjective or judgmental criteria; precise attainment of set limits, tolerance or standards.
Aptitudes:	Ability to perceive details in objects or pictorial material; ability to perceive pertinent details/differences in verbal/tabular material; ability to make precise movements accurately and swiftly by coordinating eyes, hands and/or fingers; ability to move and work with hands easily and skillfully.
Interests:	Mechanical work.
Physical Demands:	Light work; use of hands and fingers, writing; normal speech; hearing – ordinary conversation; vision - ordinary, acuity beyond 6 metres, depth perception, field vision; standing.
Environmental Conditions:	Outside, daytime, nights; wet; noise and vibration; fumes and glare

3159.12 FUN CRUISE OPERATOR

Organizes and conducts recreational boat cruises:

- Makes and confirms bookings for cruise
- Cleans and prepares boat for customers
- Checks safety equipment to ensure serviceability
- Ensures boat engine is in good working order
- Plans menu and consults with cook on preparation of meals for customers
- Consults with Events Coordinator to provide entertainment for customers
- Sets course and navigates boat on cruise
- Cleans boat after cruise

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

CSEC/GCE 'O'levels including English Language and Mathematics, and training and certification in survival techniques while at sea, first aid, life saving, navigation and radio communication. A Launch Captain's licence and experience in boat handling is required.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities, attending to requests/needs of people, driving - operating.
Education and Training Development:	Forms 4 & 5, CSEC/GCE 0-Level
Special Vocational Preparation:	Over 2 years, up to and including 3 years
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria.
Aptitudes:	Good communication skills, good numerical skills, ability to perceive pertinent details in objects or in pictorial/graphic material, ability to make precise movements accurately and swiftly by coordinating eyes, hands and/or fingers, ability to move and work with hands easily and skillfully, ability to move body members with good coordination
Interests:	Mechanical; business detail; catering to the wishes of others on a personal basis.
Physical Demands:	Light work, pulling, controls; climbing; raising of arms; use of hands and fingers, strong grip, writing; normal speech; hearing-ordinary conversations; vision - ordinary; standing, walking and sitting.
Environmental Conditions:	Outside, daytime, nights, working around people; wet, slippery floors, mechanical hazards, fumes, glare

3159.13 BOAT OPERATOR, RECREATIONAL FISHING

Organizes and conducts recreational fishing trips:

- Books fishing trips with clients
- Inspects safety features and fishing equipment on fishing vessel and availability of bait

- Orders food and drinks from catering service for clients and ensures food and drinks are served to clients
- Sets course and sails vessel to fishing destination
- Demonstrates fishing techniques to inexperienced clients and assists in landing large fish
- Ensures vessel is clean during and after fishing trip and maintains boat facilities

May clean and fillet fish for clients

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

CSEC/GCE ‘O’levels including English Language and Mathematics, and training and certification in survival techniques while at sea, first aid, life saving, navigation and radio communication. A Launch Captain’s licence and experience in boat handling and fishing are required.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities, teaching or training others, driving-operating.
Education and Training Development:	Forms 4 & 5, CSEC/GCE ‘O’level.
Special Vocational Preparation:	Over 3 years, up to and including 5 years.
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria.
Aptitudes:	Good communication skills, good numerical skills, ability to perceive pertinent details in objects or in pictorial/graphic material, ability to make precise movements accurately and swiftly by coordinating eyes, hands and/or fingers, ability to move fingers and manipulate small objects rapidly/accurately, ability to move and work with hands easily and skillfully, ability to move body members with good coordination
Interests:	Mechanical; business detail; catering to the wishes of others on a personal basis
Physical Demands:	Light/medium work, pulling; balancing; stooping, crouching; reaching, use of hands and fingers, strong grip, writing; normal speech; hearing – ordinary conversation, vision – ordinary, depth perception, field of vision; standing and walking
Environmental Conditions:	Outside, daytime, nights, working around people; wet; slippery floors, mechanical hazards; fumes, odours, glare

3332.11 EVENTS COORDINATOR

Designs, implements and supervises logistical and administrative aspects of events:

- Participates in planning and establishment of goals and objectives for events with regard to budget, facilities, participants, equipment and logistics
- Evaluates planning considerations, determines requirements and develops activity budgets
- Serves as liaison between contractors and company to ensure all activities conform to

company's guidelines and standards

- Develops and prepares event announcements, advertisement agendas and invitations and sends out to stakeholders
- Monitors and coordinates accounting activities and prepares financial reports for management decision-making
- Participates in preparation of annual departmental budget
- Keeps abreast of developments in the field
- Maintains current and historical records

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Tertiary level training and certification in events management and 2-3 years' experience in managing events.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities; supervising other workers; handling
Education and Training Development:	Award not equivalent to university first degrees, obtained at technical institute, training school, similar institution
Special Vocational Preparation:	Over 3 years, up to and including 5 years
Temperaments:	Direction, control and planning of an activity or project ; dealing with people beyond giving and receiving instructions ; influencing people; evaluation of information using subjective or judgemental criteria; ability to work as part of a team/group
Aptitudes:	Good communication skills; good numerical skills; ability to perceive pertinent detail/differences in verbal/tabular material; ability to perceive pertinent details in objects or in pictorial/graphic material; ability to visualise objects in three dimensions from drawings/representations.
Interests:	Business detail; leading and influencing others; using high-level verbal or numerical abilities
Physical Demands:	Light work; writing; normal speech; hearing-ordinary conversation; vision-ordinary; colour vision; standing, walking, sitting.
Environmental Conditions:	Inside and outside, daytime; nights, shifts/on call, working around people

3339.14 TRAVEL AGENT/Travel Consultant

Plans itineraries and makes travel arrangements for customers:

- Discusses proposed trip with customer to determine requirements
- Describes standard packages and/or consults travel and hotel guides to assist with planning of itineraries
- Analyses comparative cost and convenience of various packages and advises customer on most suitable travel arrangements and accommodation
- Requests and confirms reservations by telephone or using computer
- Issues tickets and collects payments
- Provides information on travel documents, baggage limits, health requirements, currency rates, and regulations relating to specific airlines and countries
- Assists with obtaining travel clearances for customers

- Obtains, prepares and issues itineraries, miscellaneous charge orders, immigration cards and travel brochures
- Prepares standard introductory letters
- Books car rentals and sells tickets for cruises.
- Maintains records of customers' accounts
- Compiles ticket sales reports for airlines

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

5 CSEC/GCE 'O' Levels, including English and Mathematics and up to two years' training and work experience.

OCCUPATIONAL PROFILE

Data/People/Things:	Examining and evaluating data; communicating with people to convey or exchange information; handling.
Education and Training Development:	Forms 4 & 5, CSEC/GCE 0-Level;
Special Vocational Preparation:	Over 1 year, up to and including 2 years.
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria.
Aptitudes:	Good communication skills, good numerical skills, ability to perceive pertinent details/differences in verbal/tabular material.
Interests:	Business detail.
Physical Demands:	Sedentary work; use of hands and fingers, writing; normal speech; hearing-ordinary conversation; vision-ordinary; standing, walking and sitting.
Environmental Conditions:	Inside, daytime, nights, working around people.

3341.12 FRONT OFFICE MANAGER, HOTEL/Front Desk Supervisor, Hotel/ Duty Manager, Hotel

Supervises and coordinates operations of hotel front office:

- Supervises, monitors and coordinates operations of hotel reception and reservations departments
- Prepares room occupancy forecasts based on booking rates and figures for previous comparable period and compares forecasts with occupancy reports.
- Investigates reports of malfunctioning of facilities in rooms and monitors implementation of repair arrangements
- Attends to complaints to ensure satisfaction of guests
- Liaises with other departmental heads to ensure that special guests are given appropriate consideration
- Ensures effectiveness of hotel security
- Participates in recruitment of departmental staff
- Supervises front office staff

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Diploma or Associate Degree in Tourism/Hospitality or Hotel Management and up to 5 years related work experience.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities, supervising other workers, handling.
Education and Training Development:	Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution;
Special Vocational Preparation:	Over 3 years, up to and including 5 years
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria; ability to work as part of a team/group.
Aptitudes:	Good communication skills, good numerical skills, ability to comprehend verbal/tabular material.
Interests:	Business detail; leading and influencing others.
Physical Demands:	Sedentary / light work; use of hands and fingers, writing; normal speech; hearing – ordinary conversation; vision - ordinary; standing, walking, sitting.
Environmental Conditions:	Inside, daytime, nights, working around people.

3423.12 DIVING INSTRUCTOR

Instructs students in scuba diving skills and techniques:

- Assesses condition of sea and plans underwater operations;
- Inspects equipment for sea worthiness and instructs boat captain on schedule and procedures before dives;
- Instructs divers prior to and during dives;
- Operates and controls use of scuba equipment;
- Ensures divers begin ascent in approved manner;
- Accounts for all divers on boat after ascent;
- Performs routine first-aid treatment when necessary;
- Reports accidents/incidents to relevant authorities;
- Assesses reports and awards certificates to students on completion of course;
- Maintains dive logs.

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Secondary school education, training and certification as a Diving Instructor from a recognised institution, training in First Aid and Cardio-Pulmonary Resuscitation (CPR) and 4-5 years experience in diving. Knowledge of a foreign language is an asset.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities, teaching and training others; setting up.
Education and Training Development:	Forms 4 & 5, CSEC/GCE 0-Level;
Special Vocational Preparation:	Over 3 years, up to and including 5 years

Temperaments:	Variety of tasks; control and planning of an activity; dealing with people beyond giving and receiving instruments; influencing others; evaluation of information using subjective or judgmental criteria; precise attainment of set limits, tolerance or standards.
Aptitudes:	Good communication skills; ability to perceive pertinent details/differences in verbal/tabular material; ability to move body members with good coordination.
Interests:	Catering to the wishes of others on a personal basis; leading and influencing others.
Physical Demands:	Medium work, lifting, carrying; kneeling, raising of arms; normal speech; hearing – ordinary conversation, vision- ordinary, depth perception, field of vision; swimming; good bodily coordination;
Environmental Conditions:	Outside, under water, daytime, nights; fumes and glare.

3423.13 WATERSPORTS INSTRUCTOR

Instructs students in watersporting activities:

- Informs students of safety rules to be applied in water
- Instructs students in use of watersporting equipment, demonstrating correct body movements
- Conducts practice sessions in water to familiarise them and perfect techniques
- Ensures maintenance and repair of equipment
- Schedules training sessions and maintains related records

RELATED TITLES

KITESURFING INSTRUCTOR

WINDSURF INSTRUCTOR

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Five years of Secondary school, one to two years experience in use of watersporting equipment and some experience in training. Knowledge of foreign languages desirable.

OCCUPATIONAL PROFILE

Data/People/Things: Examining and evaluating data; teaching or training others; operating-controlling.

Education and Training

Development: Forms 4 & 5, CSEC/GCE 0-Level.

Special Vocational

Preparation:

Over 2 years, up to and including 3 years.

Temperaments:

Dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria.

Aptitudes:

Good communication skills; ability to perceive pertinent details in objects or in pictorial/graphic material; ability to make precise movements accurately and swiftly by coordinating eyes, hands and/or fingers; ability to move and work with hands easily and skillfully; ability to move body members with good coordination.

Interests:

Physical performance.

Physical Demands: Medium work, lifting, carrying, pushing, pulling; climbing, balancing; stooping, raising of arms; use of hands and fingers, strong grip, writing; normal speech, other types; hearing – ordinary conversation; vision – ordinary, acuity beyond 6 metres, depth perception, field of vision; standing, walking, swimming; good bodily coordination.

Environmental Conditions: Outside, daytime, nights, working around people; wet; risk of bodily injury/loss; glare.

3434.10 CHEF

Directs and coordinates activities of kitchen staff and prepares special dishes:

- Plans and prepares menus
- Oversees kitchen operations and trains kitchen staff in application of new or different techniques
- Inspects kitchen area to ensure maintenance of safe, hygienic and clean surroundings
- Tastes samples of food being prepared to ensure palatability
- Prepares special or complex dishes and serves to patrons if required
- Requisitions supplies and equipment from stores or retailers
- Checks delivered goods and supplies to ensure desired quality
- Handles personnel matters, maintains records and writes reports

RELATED TITLES

EXECUTIVE CHEF

HEAD CHEF

PASTRY CHEF

SOUS CHEF

SUSHI CHEF

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Tertiary level hotel/culinary qualification from a recognized institution and 3-5 years' experience.

OCCUPATIONAL PROFILE

Data/People/Things: Planning and directing work activities, supervising other workers, handling.

Education and Training Development: Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution

Special Vocational Preparation: Over 5 years, up to and including 10 years

Temperaments: Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; influencing people; evaluation of information using subjective or judgmental criteria; precise attainment of set limits tolerances or standards.

Aptitudes: Good communication skills, good numerical skills, ability to perceive pertinent details/differences in verbal/tabular material; ability to move and work with hands easily and skillfully; ability to perceive subtle colour distinctions

Interests: Artistic/creative expression of feelings or ideas; catering to the wishes

	of others on a personal basis; leading and influencing others, using high-level verbal or numerical abilities.
Physical Demands:	Light work, lifting, carrying; stooping; use of hands, writing; normal speech; hearing-ordinary conversation; vision-ordinary; standing, walking and sitting; smelling; tasting.
Environmental Conditions:	Inside, daytime, nights, working around people; heat; wet; fumes, odours, poor lighting.

3640.26 LIFEGUARD INSTRUCTOR

Conducts training programmes for lifeguards and trainees to enhance lifeguarding skills and maintain their physical fitness levels:

- Prepares instructional material and teaching apparatus
- Imparts knowledge of swimming, water safety and diving techniques
- Instructs on and demonstrates use and care of tools and equipment used in lifeguarding
- Observes lifeguards on the job, points out errors made and gives guidance
- Keeps abreast of new lifesaving techniques and training methods
- Maintains record of training undertaken, evaluates training effort and prepares reports
- Perform duties of Lifeguard to protect and rescue sea bathers and beach users.

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Three years of secondary school, an Award of Merit Certificate, Lifeguard Instructors Certificate, Physical Training Instructors Certificate, Diving Certificate, Motor Launch Captain Licence and at least five (5) years experience as a Lifeguard II.

OCCUPATIONAL PROFILE

Data/People/Things:	Examining and evaluating data; teaching or training others; driving operating
Education and Training Development:	Post-primary, Forms 1,2,3.
Special Vocational Preparation:	Over 5 years, up to and including 10 years
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; dealing with people beyond giving and receiving instructions; performing under stress; evaluation of information using subjective or judgmental criteria; precise attainment of set limits, tolerances or standards; ability to work as part of a team/group.
Aptitudes:	Ability to comprehend and effectively use language; ability to visualise objects in three dimensions from drawings/representations; ability to perceive pertinent details in objects or in pictorial/ graphic; ability to perceive pertinent details/differences in verbal/tabular material; ability to make precise movements accurately and swiftly by coordinating eyes, hands and/or fingers; ability to move and work with hands easily and skillfully; ability to move body members with good coordination.
Interests:	Use of authority to protect people and property; humanitarian, leading

Physical Demands:	and influencing others using high-level verbal or numerical abilities. Heavy work; lifting, carrying, pushing, pulling, throwing, stooping, crouching, reaching, handling, fingering, strong grip, writing; talking – ordinary, other types; hearing - ordinary conversation, other sounds; vision – ordinary, acuity beyond 6 metres, depth perception, field of vision, colour vision; standing, walking, running; swimming; good bodily coordination.
Environmental Conditions:	Inside and outside, underwater, daytime, working around people, wet, risk of bodily injury/loss, mechanical hazards, moving objects, glare.

3640.27 LIFEGUARD - WATER SAFETY EDUCATION

Prepares and disseminates information on water safety and lifeguarding to schools, groups and members of the public:

- Prepares information for dissemination to the public in conjunction with supervisor
- Prepares instructional material and teaching apparatus
- Presents information on water safety and demonstrates life saving techniques and the use and care of lifeguarding equipment to schools, groups and the public
- Ensures safety of participants during demonstrations.

May perform duties of Lifeguard.

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Three years of secondary school, an Award of Merit Certificate, Lifeguard Instructors Certificate, Diving Certificate, Motor Launch Captain Licence and at least five (5) years experience as a Lifeguard II.

OCCUPATIONAL PROFILE

Data/People/Things:	Examining and evaluating data; teaching or training others; manipulating.
Education and Training Development:	Post-primary, Forms 1, 2, 3.
Special Vocational Preparation:	Over 5 years, up to and including 10 years
Temperaments:	Dealing with people beyond giving and receiving instructions; influencing people; evaluation of information using subjective or judgmental criteria.
Aptitudes:	Ability to comprehend and effectively use language; ability to perceive pertinent details in objects or in pictorial/graphic material; ability to perceive pertinent details/differences in verbal/tabular material.
Interests:	Use of authority to protect people and property; humanitarian, leading and influencing others using high-level verbal or numerical abilities.
Physical Demands:	Medium work; lifting, carrying, stooping, handling, fingering, writing; talking – ordinary, other types; hearing - ordinary conversation; vision – ordinary; standing, walking
Environmental Conditions:	Inside, daytime, working around people; mechanical hazards.

4221.11 PASSENGER SERVICE AGENT, AIRLINE/Passenger Service Representative, Airline/Customer Service Agent, Airline/Airline Clerk

Assists passengers at airport, performs other related duties and compiles records:

- Checks in departing passengers at counters
- Collects and checks passenger documents at departure gate to prevent boarding of unauthorised passengers
- Obtains clearance for flight take-off, meets incoming flights and collects flight documents to obtain clearance for passengers to land
- Provides personalised services to special categories of passengers such as unaccompanied children, sick persons and deportees
- Escorts arriving passengers to arrival hall, completes flight documents and records and secures unclaimed baggage
- Traces lost baggage and prepares related reports
- Prepares passenger manifest and ticket sales report, and forwards reports and flight coupons to central office
- Updates flight movement boards, communicates flight changes to staff and makes public flight announcements
- Maintains records on cargo or aircraft movement.

May make travel reservations, issue tickets, and compile and transmit loading instructions and flight movement data

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS

5 CSEC/GCE 'O' Level passes including English, Mathematics and Geography, one to two years' post secondary training or related work experience. Knowledge of a foreign language is an asset.

OCCUPATIONAL PROFILE

Data/People/Things:	Gathering, collating or classifying information; communicating with people to convey or exchange information; handling.
Education and Training Development:	Forms 4 & 5, CSEC/GCE O-Level.
Special Vocational Preparation:	Over 1 year, up to and including 2 years
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria; precise attainment of set limits, tolerances or standards; ability to work as part of a team/group
Aptitudes:	Good communication skills, good numerical skills, ability to perceive pertinent details/differences in verbal/tabular material
Interests:	Business detail; catering to the wishes of others on a personal basis.
Physical Demands:	Light work; use of hands and fingers, writing; normal speech; hearing – ordinary conversation; vision – ordinary; standing, walking and sitting.
Environmental Conditions:	Inside, daytime, nights, working around people.

4221.12 RESERVATIONS CLERK, AIRLINE/Reservations Assistant, Airline

Makes and confirms travel reservations, issues tickets and provides information to passengers and travel agencies.

- Answers queries on fares, routes, schedules, services and other travel-related matters;
 - Verifies availability of space on aircraft
 - Arranges and records reservations, taking note of special service requests
 - Advises passengers and travel agencies on schedule changes and reschedules reservations
 - Calculates fares, issues tickets and miscellaneous charge orders and processes incoming and outgoing prepaid tickets
 - Collects payments, prepares and balances daily sales reports and prepares cash for banking or forwards it to accounts department
 - Refunds payment on unused tickets; forwards travel tax to relevant government department
 - Prepares and despatches passenger lists to airport.
- May prepare voice recordings of schedule announcements

RELATED TITLES

RESERVATIONS ASSISTANT, CALL CENTRE

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

CSEC/GCE 'O'levels including English Language and Mathematics, 6 to 9 months post-secondary training or one year experience in a related field. Knowledge of reservation-related software and a foreign language would be assets.

OCCUPATIONAL PROFILE

Data/People/Things:	Gathering, collating or classifying information; communicating with people to convey or exchange information; manipulating.
Education and Training Development:	Forms 4 & 5, CSEC/GCE 0-Level;
Special Vocational Preparation:	Over 1 year, up to and including 2 years
Temperaments:	Dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria.
Aptitudes:	Good communication skills, good numerical skills, ability to perceive pertinent details/differences in verbal/tabular material; ability to move fingers and manipulate small objects rapidly/accurately.
Interests:	Business detail;
Physical Demands:	Sedentary work; use of hands and fingers, writing; normal speech; hearing – ordinary conversation; vision – ordinary; standing, walking and sitting.
Environmental Conditions:	Inside, daytime, nights, working around people.

4224.10 FRONT DESK CLERK, HOTEL/Guest Services Agent

Registers hotel guests and assists in ensuring their comfort:

- Takes and confirms advanced bookings for hotel rooms
- Receives and registers incoming guests

- Assigns rooms to guests and issues keys
- Sorts and delivers incoming mail or messages to guests
- Deposits valuables in hotel safe or assigns safety deposit box to guests
- Answers queries on hotel rates and services, local entertainment, shopping and places of interest
- Resolves guests' complaints
- Prepares and updates account statements for guests, computes bills and accepts payment from departing guests.
- Prepares guest lists and occupancy reports

May book guests for sight-seeing tours, distribute literature, secure left luggage, cash cheques, change foreign currency, and record maintenance and housekeeping problems in rooms.

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

5 GCE 'O'Levels or CSEC General Proficiency passes including English Language and Mathematics, post-secondary training in Hospitality Management and some experience in customer relations and/or basic accounts. Knowledge of a foreign language and computer skills are required.

OCCUPATIONAL PROFILE

Data/People/Things:	Gathering, collating or classifying information, communicating with people to convey or exchange information, manipulating.
Education and Training Development:	Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution.
Special Vocational Preparation:	Over 1 year, up to and including 2 years.
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria.
Aptitudes:	Good communication skills, good numerical skills, ability to perceive pertinent details/differences in verbal/tabular material
Interests:	Business detail; catering to the wishes of others on a personal basis.
Physical Demands:	Sedentary/light work; use of hands and fingers, writing; normal speech; hearing - ordinary conversation; vision-ordinary; standing, walking and sitting.
Environmental Conditions:	Inside, daytime, night work, shifts/on call, working around people.

4229.11 DESTINATION INFORMATION COORDINATOR

Provides tourism information to stakeholders at major points of entry to country:

- Maintains inventory levels of current promotional information, brochures and newsletters.
- Advises persons at ports of entry on tourism activities and services and provides information dossiers and promotional material
- Assists with organization of essay and brochure competitions to build awareness of tourism activities
- Provides input into development of annual departmental budget
- Keeps abreast of developments in the field
- Maintains and updates current and historical records

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Two (2) CAPE/GCE 'A' level passes, preferably in foreign languages or an Associate Degree in a tourism-related field and one to three years' experience in a related area. Knowledge of a foreign language necessary.

OCCUPATIONAL PROFILE

Data/People/Things:	Examining and evaluating data; communicating with people to convey or exchange information; handling
Education and Training Development:	Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution;
Special Vocational Preparation:	Over 2 year, up to and including 3 years
Temperaments:	Dealing with people beyond giving and receiving instructions; influencing people; evaluation of information using subjective or judgmental criteria.
Aptitudes:	Good communication skills; ability to perceive pertinent details in verbal/tabular material
Interests:	Business detail, catering to the wishes of others on a personal basis
Physical Demands:	Sedentary/light work; use of hands, writing; normal speech; hearing – ordinary conversation, vision – ordinary.
Environmental Conditions:	Inside, daytime, nights, shifts/on call, working around people

4311.12 NIGHT AUDITOR, HOTEL

Audits and balances guest accounts and financial reports of hotel departments to ensure correct billing of guests and recording of daily financial transactions:

- Posts daily room and other charges to guests accounts
- Audits previous charges to ensure correct recording
- Audits daily financial transactions
- Investigates discrepancies
- Compiles nightly report to indicate departmental and total summaries and compares with preceding day's figures
- Compiles guest and room charge lists

May perform front office operations

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

5 G.C.E 'O' level or CSEC General Proficiency passes including English, Mathematics and Principles of Accounts and 3 - 5 years front office experience

OCCUPATIONAL PROFILE

Data/People/Things:	Examining and evaluating data; communicating with people to convey or exchange information, handling.
Education and Training Development:	Forms 4 & 5, CSEC/GCE 0-Level
Special Vocational	Over 3 years, up to and including 5 years

Preparation:	
Temperaments:	Dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria, precise attainment of set limits, tolerance or standards.
Aptitudes:	Good communication skills, good numerical skills, ability to perceive pertinent details/differences in verbal/tabular material, ability to make precise movements accurately and swiftly by coordinating eyes, hands and/or fingers, ability to move fingers and manipulate small objects rapidly/accurately
Interests:	Business detail.
Physical Demands:	Sedentary work; use of hands and fingers, writing; normal speech; hearing – ordinary conversation; vision – ordinary; standing, walking and sitting.
Environmental Conditions:	Inside, nights, working alone

5111.01 FLIGHT PURSER

Supervises activities of cabin personnel to ensure safety and comfort of passengers:

- Obtains flight information about crew allocation and passengers requiring special treatment
- Assigns Flight Attendants to specific position on aircraft and briefs them regarding passengers' special needs
- Carries out visual checks to determine presence and condition of emergency supplies and facilities on board aircraft
- Relays information to traffic, engineering and catering staff
- Assists cabin crew in preparing aircraft for passengers before boarding
- Ensures that doors are secured and aircraft is ready for takeoff and relays this information to Captain on aircraft
- Assists Flight Attendants in carrying out their duties
- Completes passenger manifests and reports on performance of cabin, equipment, passenger handling and catering matters.
- Checks bar and sales takings at end of flight.

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

5 CSEC/GCE 'O' Levels; 6 weeks on the job training and over 5 years' experience as a Flight Attendant. Knowledge of a foreign language is desirable.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities, supervising other workers, handling.
Education and Training Development:	Forms 4 & 5, CSEC/GCE O-Level;
Special Vocational Preparation:	Over 5 years, up to and including 10 years
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria: ability to work as

	part of a team/group.
Aptitudes:	Good communication skills, good numerical skills, ability to perceive pertinent details/differences in verbal/tabular material; ability to move and work with hands easily and skillfully.
Interests:	Business detail; catering to the wishes of others on a personal basis; leading and influencing others, using high-level verbal or numerical abilities.
Physical Demands:	Light work; climbing, balancing; stooping, crouching, raising of arms; reaching, use of hands and fingers, writing; normal speech, other types; hearing – ordinary conversation, other types; vision – ordinary; standing, walking and sitting
Environmental Conditions:	Inside, in air, cramped quarters, daytime, nights, working around people; noise, vibration; risk of bodily injury/loss; fumes

5111.02 SHIP'S CHIEF STEWARD

Supervises and co-ordinates activities of crew members engaged in housekeeping and food service on board ship:

- Plans weekly menus
- Takes inventory of food and beverage supplies
- Checks condition of equipment and supplies and orders replacements
- Maintains records of stores received, distributed, sold and damaged
- Keeps account of daily transactions
- Ensures that food preparation and service standards are maintained and handles complaints
- Trains dining-room staff
- Supervises workers
- Completes performance record sheets for subordinates

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Secondary level education, training in food preparation and at least 3 years experience as a Cook.

OCCUPATIONAL PROFILE

Data/People/Things:	Gathering, collating or classifying information, supervising other workers, handling.
Education and Training Development:	Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution.
Special Vocational Preparation:	Over 3 years, up to and including 5 years.
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria.
Aptitudes:	Good communication skills, good numerical skills, ability to comprehend verbal/tabular material.
Interests:	Business detail; catering to the wishes of others on a personal basis.
Physical Demands:	Light work; writing; normal speech; hearing-ordinary conversation; vision-ordinary; standing, walking and sitting.

Environmental Conditions: Inside, daytime, nights, working around people.

5111.11 FLIGHT ATTENDANT

Renders personalised cabin service to aircraft passengers to ensure their welfare, comfort and safety:

- Conducts pre-flight checks on emergency equipment, catering supplies and toilet facilities
- Greets arriving passengers and directs them to assigned seats
- Ensures that aisles are free from obstruction, hand luggage properly stored, no-smoking signs observed, seatbelts fastened and tables in upright position for take off and landing
- Demonstrates use of emergency equipment to passengers and indicates location of emergency exits
- Serves food and beverages to passengers
- Disposes of used supplies and foodstuffs, replaces trays and trolleys and ensures that cabin is tidy
- Conducts bar and duty-free sales
- Distributes headphones, blankets and pillows to passengers on request
- Attends to passengers who may be experiencing discomfort or illness, administering first aid if necessary
- Distributes customs and immigration forms
- Makes periodic checks of toilet facilities to ensure maintenance of sanitary condition
- Tends to unaccompanied minors during flight
- Checks sales takings at end of flight

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

5 CSEC/GCE O'Levels; Certificates in Swimming and First-Aid and 6 months on-the-job training. Height requirement is often specified. Knowledge of a foreign language is desirable.

OCCUPATIONAL PROFILE

Data/People/Things: Gathering, collating or classifying information, communicating with people to convey or exchange information, handling.

Education and Training Development: Forms 4 & 5, CSEC/GCE 0-Level

Special Vocational Preparation: Over 1 year, up to and including 2 years.

Temperaments: Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria; ability to work as part of a team/group.

Aptitudes: Good communication skills, good numerical skills, ability to perceive pertinent details/differences in verbal/tabular material, ability to move and work with hands easily and skillfully.

Interests: Business detail; catering to the wishes of others on a personal basis.

Physical Demands: Light work, lifting, carrying, pushing and pulling; use of hands, writing; normal speech, other types; hearing – ordinary conversation, other types; vision-ordinary; standing, walking and sitting.

Environmental Conditions: Inside, daytime, nights, working around people; risk of bodily injury/loss.

5111.21 SHIP'S STEWARD

Provides table service for crew members, attends to officers' quarters and provides refreshment service for ship's passengers:

- Sets table and serves meals to ship's officers and other crew members
- Clears tables, washes, dries and stores cutlery, china and cooking utensils
- Cleans pantry and mess hall
- Keeps officers' cabins clean and tidy
- Scrubs bathroom facilities
- Makes beds and changes bed linen
- Maintains adequate stock levels in bar and cafeteria
- Cleans and polishes glassware in bar
- Stores food items
- Serves snacks and beverages to passengers
- Keeps bar and cafeteria counters and sinks in clean and tidy condition
- Mops and polishes floors

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Secondary level education and completion of a waiter's programme

OCCUPATIONAL PROFILE

Data/People/Things:	Observing for similarities and/or differences, attending to the requests/needs of people; manipulating.
Education and Training Development:	Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution.
Special Vocational Preparation:	Over 3 months, up to and including 6 months.
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria;
Aptitudes:	Good communication skills, ability to move and work with hands easily and skillfully.
Interests:	Catering to the wishes of others on a personal basis.
Physical Demands:	Light work,; use of hands and fingers; normal speech; hearing – ordinary conversation; vision - ordinary; standing, walking and sitting.
Environmental Conditions:	Inside, daytime, nights, working around people, wet

5113.11 BOAT OPERATOR - TOUR GUIDE

Organises and conducts tours to reefs and swamps to observe wildlife and vegetation:

- Communicates with individuals and agencies to plan tours
- Organizes bird watching and wildlife observation tours to suit customers' interests
- Collects fees and gives brief talk on tour to be undertaken
- Drives boat to reef or through swamp stopping frequently to allow visitors to observe plant and animal life, provides information and answers questions
- Distributes snorkels and rubber shoes to customers for use on reef and instructs visitors on use of

- snorkeling equipment
- Attends to customers at sea, rendering first-aid when necessary
- Cleans boat and makes minor repairs to engine
- Ensures that first-aid and emergency equipment are in order

May prepare written material on wildlife forms and habits for distribution to customers and organize fishing trips.

RELATED TITLES

REEF BOAT OPERATOR
SWAMP BOAT OPERATOR

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

CSEC/GCE ‘O’Levels including English Language and Mathematics and 3–5 years experience in boat handling. Training and certification in first aid.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities, communicating with people to convey or exchange information, driving – operating
Education and Training Development:	Forms 4 & 5, CSEC/GCE 0-Level
Special Vocational Preparation:	Over 3 years, up to and including 5 years
Temperaments:	Direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria; precise attainment of set limits, tolerances or standards
Aptitudes:	Good communication skills, good numerical skills; ability to work with hands easily and skillfully; ability to move body members with good coordination
Interests:	Mechanical; catering to the wishes of others on a personal basis
Physical Demands:	Light/medium work; use of hands, writing; normal speech; hearing-ordinary conversation; vision-ordinary; standing, walking and sitting.
Environmental Conditions:	Outside, daytime, nights, working around people, wet, slippery floors, fumes, glare

5113.13 TOUR GUIDE, SIGHTSEEING

Accompanies visitors to desired destination and provides related information

- Meets or awaits visitors and escorts them to their desired destination
- Assists visitors to secure luggage and in planning itineraries
- Accompanies clients on trips to and from places of interest, entertainment venues and shopping engagements
- Identifies different points of interest during tours and provides background information
- Deals with emergency situations.

May perform duties of Taxi Driver

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Training and certification in Tour-Guiding, First Aid and Customer Relations. Knowledge of foreign languages is an asset

OCCUPATIONAL PROFILE

Data/People/Things:	Observing for similarities and/or differences, communicating with people to convey or exchange information, handling.
Education and Training Development:	Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution;
Special Vocational Preparation:	Over 1 year, up to and including 2 years.
Temperaments:	Dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria.
Aptitudes:	Good communication skills; ability to perceive pertinent details in objects or in pictorial/graphic material; ability to perceive pertinent details in verbal/tabular material; ability to move body members with good coordination
Interests:	Catering to the wishes of others on a personal basis.
Physical Demands:	Light work; use of hands, writing; normal speech, other types; hearing – ordinary conversation; vision - ordinary; standing, walking and sitting.
Environmental Conditions:	Inside, outside, nights, working around people.

5113.14 DIVE GUIDE/Dive Master

Plans and conducts recreational dives undertaking responsibility for navigation, safety and emergency procedures and accident management:

- Plans dive tours based on expressed interests of dive group
- Performs required checks on scuba equipment
- Briefs divers on dive site, planned activities, safety and emergency procedures and environmental concerns
- Conducts dive, making diving position known by use of surface marker buoy
- Controls diving depth and time spent and monitors air consumption of divers under his/her charge
- Ensures that minimal disturbance is caused to marine environment
- Ensures that divers begin their ascent with specified minimum pressure
- Handles any emergencies and accidents
- Completes dive log on completion of trip

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Secondary School education; training and certification in recreational and rescue diving from a recognized institution, First Aid, Cardio-Pulmonary Resuscitation (C.P.R.) and two to three years' experience in diving. Knowledge of a foreign language is an asset.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities, communicating with people to convey or exchange information, handling.
Education and Training Development:	Forms 4 & 5, CSEC/GCE 0-Level.
Special Vocational Preparation:	Over 2 years, up to and including 3 years

Preparation:	
Temperaments:	Direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria; precise attainment of set limits, tolerances or standards;
Aptitudes:	Good communication skills; good numerical skills; ability to perceive details in objects or pictorial material and in verbal/tabular material; ability to move body members with good coordination
Interests:	Protective; catering to the wishes of others on a personal basis.
Physical Demands:	Light work, lifting, carrying; use of hands and fingers, writing; normal speech; hearing – ordinary conversation; vision – ordinary, depth perception, field of vision; swimming; good bodily coordination.
Environmental Conditions:	Outside, underwater, daytime, nights; fumes, glare.

5113.15 TOUR GUIDE, TURTLE WATCHING

Accompanies and provides information to groups visiting turtle-nesting sites and assists with tracking growth and movement of turtles:

- Communicates with tour group leaders to ensure smooth process
- Escorts visitors to turtle nesting site, following stipulated routes
- Provides information on activities of turtles
- Ensures adherence to rules governing visitor behavior on site and around turtles
- Records number of visitors on each tour and prepares report on night's proceedings
- Tags turtles to facilitate future recognition
- Implants microchip into turtles for future electronic monitoring
- Measures turtles and records information in data book

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

CSEC/GCE 'O' Levels, Computer Literacy and 1 - 3 months on-the-job training

OCCUPATIONAL PROFILE

Data/People/Things:	Gathering, collating or classifying information, communicating with people to convey or exchange information, manipulating.
Education and Training	Forms 4 & 5, CSEC/GCE O-Level
Development:	
Special Vocational	Over 30 days, up to and including 3 months
Preparation:	
Temperaments:	Dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria.
Aptitudes:	Good communication skills, ability to perceive pertinent details in verbal/tabular material; ability to move and work with hands easily and skillfully
Interests:	Plants and animals; business detail
Physical Demands:	Light work; use of hands and fingers, writing; normal speech; hearing – ordinary conversation, vision – ordinary, night vision; standing and walking
Environmental	
Conditions:	Outside, nights, working around people

5113.16 VISITOR GUIDE

Meets visitors to the country and provides information on the capital and country:

- Greets visitors in streets of capital city or at national events
- Provides information regarding directions, methods of transport, points of interest in capital and country and local customs
- Supplies information brochures
- Assists visitors in cases of emergency by contacting home base

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Five CSEC/GCE “O” level passes including English Language. Competence in a foreign language would be an asset.

OCCUPATIONAL PROFILE

Data/People/Things	Observing for similarities and/or differences; communicating with people to convey or exchange information; handling
Education and Training	Forms 4 & 5, CSEC/GCE 0-Level
Development:	
Special Vocational Preparation:	Short demonstration /Training lasting up to 30 days
Temperaments:	Dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria
Aptitudes	Good communication skills
Interests	Catering to the wishes of others on a personal basis
Physical Demands	Light work; use of hands and fingers; normal speech, other types; hearing - ordinary conversation; vision – ordinary, field of vision; standing and walking
Environmental Conditions	Outside; daytime; working around people; fumes, dust, glare.

5120.10 COOK

Prepares and cooks meals in hotels, restaurants and private establishments:

- Examines planned menu and calculates food quantities in accordance with number of persons to be served
- Prepares, chops and seasons foodstuffs or directs Kitchen Assistant in preparation of food
- Regulates temperatures of ovens, grills and other cooking equipment
- Cooks food, following specified recipes and employing culinary knowledge
- Carves meats if required
- Apportions and arranges food in serving dishes and garnishes dishes if required.

May plan menu and serve meals.

RELATED TITLES

BREAKFAST COOK

FRY COOK

GRILL COOK

SAUTE COOK

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Certificate in Food Preparation from a recognised institution and 2 – 3 years' experience as a cook

OCCUPATIONAL PROFILE

Data/People/Things:	Gathering, collating or classifying information; communicating with people to convey or exchange information; precision working.
Education and Training Development:	Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution
Special Vocational Preparation:	Over 2 years, up to and including 3 years
Temperaments:	Evaluation of information using subjective or judgmental criteria; precise attainment of set limits, tolerances or standards
Aptitudes:	Ability to perceive pertinent details in objects or in pictorial/graphic material; ability to make precise movements accurately and swiftly by coordinating eyes, hands and/or fingers; ability to move fingers and manipulate small objects rapidly/accurately; ability to move and work with hands easily and skillfully; ability to perceive subtle colour distinctions.
Interests:	Catering to the wishes of others on a personal basis
Physical Demands:	Light/Medium work, lifting, carrying; stooping; reaching, use of hands and fingers, feeling, strong grip; normal speech; hearing-ordinary conversation; vision-ordinary, depth perception, field of vision, colour vision; standing, walking; smelling, tasting
Environmental Conditions:	Inside, daytime, nights, shifts/on call, working around people; heat, wet; slippery floors, burns; odours.

5120.11 CATERER

Prepares, cooks and serves meals for parties, luncheons and similar events:

- Discusses menus, costs and other details with clients
- Orders and purchases supplies
- Supervises workers involved in preparation, cooking, packaging and transportation of food
- Packs prepared food in containers for pick-up or delivery
- Sets and decorates tables at venue
- Serves food to guests and cleans up after event
- Maintains an hygienic environment

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Certificate in Food Preparation from a recognised institution

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities, supervising other workers; handling.
Education and Training Development:	Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution.
Special Vocational Preparation:	Over 2 years, up to and including 3 years.
Temperaments:	Variety and change in terms of often changing from one task to

another of a different nature without loss of efficiency or composure; direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria; precise attainment of set limits, tolerances or standards.

Aptitudes: Good communication skills; good numerical skills; ability to perceive pertinent details in objects or in pictorial/graphic material; ability to perceive pertinent details in verbal/tabular material.

Interests: Business detail; catering to the wishes of others on a personal basis.

Physical Demands: Light work; use of hands, writing; normal speech, hearing – ordinary conversation, vision – ordinary, colour vision; walking and sitting; tasting.

Environmental Conditions: Inside, daytime, nights, working around people.

5131.01 DINING ROOM SUPERVISOR/Restaurant Supervisor/ Restaurant Captain

Supervises and coordinates activities of workers engaged in preparing and serving meals at hotel restaurant:

- Plans work schedules and assigns duties to bar and table staff
- Takes daily inventory of bar supplies and completes stock order form
- Checks goods received to ensure that quantities tally with amounts ordered
- Checks tables to ensure appropriate settings
- Greets and seats patrons
- Observes food presentation and table service
- Handles staff and guest complaints
- Checks furniture, equipment and facilities and refers replacement and repair needs to maintenance personnel
- Plans and conducts training programmes for subordinate staff
- Collects and tallies daily takings

RELATED TITLES

MAITRE d'HOTEL

SHIFT SUPERVISOR, FOOD SERVICE

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

5 GCE 'O'Level or CSEC General Proficiency passes. Middle management course at a hospitality Institute, training in health and safety procedures, 2-3 years' experience in the food industry.

OCCUPATIONAL PROFILE

Data/People/Things: Planning and directing work activities, supervising other workers, handling.
Education and Training Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution.
Development:
Special Vocational Preparation: Over 3 years, up to and including 5 years.
Temperaments: Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control

	and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria; ability to work as part of a team/group.
Aptitudes:	Good communication skills, good numerical skills, ability to perceive pertinent details in objects; ability to perceive pertinent details/differences in verbal/tabular material.
Interests:	Business detail, catering to the wishes of others on a personal basis.
Physical Demands:	Light work; writing; normal speech; hearing-ordinary conversation; vision-ordinary; standing and walking.
Environmental Conditions:	Inside, daytime, nights, working around people.

5131.03 IN-ROOM-DINING SUPERVISOR

Supervises in-room dining services of hotel in accordance with established food and beverage policies:

- Prepares work schedule for in-room dining operations
- Supervises workers assigned to schedule to ensure courteous, friendly and efficient service to guests
- Ensures high standards of personal hygiene and cleanliness of staff
- Consults with front office to arrange complimentary room set-ups
- Ensures replenishing of room, doorknob and outlet menus
- Participates in Food and Beverage meetings
- Prepares and submits payroll and overtime reports for approval

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Associate degree in Hospitality Management and at least 5 years experience in a supervisory position.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities, supervising other workers, handling.
Education and Training Development:	Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution.
Special Vocational Preparation:	Over 5 years, up to and including 10 years.
Temperaments:	Direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria, ability to work as part of a team.
Aptitudes:	Good communication skills, good numerical skills, ability to perceive details in objects or pictorial material and in verbal/tabular material.
Interests:	Catering to the wishes of others on a personal basis;
Physical Demands:	Sedentary/light; use of hands and fingers, writing; normal speech; hearing – ordinary conversation; vision - ordinary, standing, walking and sitting; smelling.
Environmental Conditions:	Inside, daytime, nights, shift/on call.

5131.10 WAITER/WAITRESS/Food and Beverage Server

Serves food and beverages to patrons in restaurants:

- Sets tables with clean linen, cutlery, glassware, condiment holders and other items

- Fills water glasses before and during meal
- Greets and seats patrons and presents them with menu cards
- Takes orders from patrons, collects ordered meals, and serves them to patrons
- Observes assigned tables during meal to anticipate patrons' further needs
- Prepares bill, conveys payment to cashier and returns change to patron
- Clears and resets tables

RELATED TITLES

COCKTAIL WAITER/WAITRESS

HOST/HOSTESS

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Secondary education, Waiter's craft level certificate at a Hospitality Institute.

OCCUPATIONAL PROFILE

Data/People/Things:	Performing arithmetic operations; attending to the requests/needs of people; handling.
Education and Training Development:	Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution
Special Vocational Preparation:	Over 6mths, up to and including 1 year
Temperaments:	Repetitive or short-cycle work; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria.
Aptitudes:	Good numerical skills; ability to perceive pertinent details/differences in verbal/tabular material; ability to make precise movements accurately and swiftly by coordinating eyes, hands and/or fingers; ability to move and work with hands easily and skillfully; ability to move body members with good coordination.
Interests:	Catering to the wishes of others on a personal basis.
Physical Demands:	Medium work, lifting, carrying, pushing; reaching, use of hands, strong grip, writing; normal speech; hearing-ordinary conversation; vision-ordinary, depth perception, field of vision, colour vision; standing, walking; good bodily coordination.
Environmental Conditions:	Inside, shifts/on call, working around people; heat.

5132.01 BAR SUPERVISOR

Supervises bar operations and activities of bar staff:

- Ensures excellent customer service extended at bar outlets
- Supervises bartenders, providing coaching and training as required
- Responds to customers' complaints
- Oversees security of stocks and maintains relevant records

May prepare and serve beverages

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Associate Degree in Hospitality Management and a bartending certificate. Supervising experience is an asset.

OCCUPATIONAL PROFILE

Data/People/Things: Planning and directing work activities; supervising other workers; handling

Education and Training Development: Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution

Special Vocational Preparation: Over 2 years, up to and including 3 years

Temperaments: Direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria; precise attainment of set limits, tolerances or standards

Aptitudes: Good communication skills; good numerical skills; ability to perceive pertinent details in objects and in verbal/tabular material; ability to make precise movements accurately and swiftly by coordinating eyes, hands and /or fingers; ability to move and work with hands easily and skillfully.

Interests: Business detail; catering to the wishes of others on a personal basis.

Physical Demands: Sedentary work, lifting ; stooping ; reaching, use of hands and fingers, writing; normal speech, hearing – ordinary conversation, vision – ordinary, colour vision ; standing, walking, sitting

Environmental Conditions: Inside, shifts/on call, working around people; wet.

5132.10 BARTENDER

Prepares and serves beverages to patrons at bar or restaurant:

- Takes inventory of bar stocks and requisitions necessary supplies
- Prepares cocktails and other drinks
- Greets customers, takes their orders and serves drinks
- Collects payments from customers
- Arranges glassware and cleans, washes and polishes bar equipment and utensils
- Maintains counter and other service areas in a clean and orderly condition

May clean and mop working areas and liquor storeroom

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Post-primary/junior secondary level education. Bartending certificate from a recognised institution and at least one year experience.

OCCUPATIONAL PROFILE

Data/People/Things: Performing arithmetic operations and reporting or acting on same, attending to the requests/needs of people, handling.

Education and Training Development:	Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution
Special Vocational Preparation:	1 year, up to and including 2 years
Temperaments:	Repetitive or short-cycle work; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria.
Aptitudes:	Ability to make precise movements accurately and swiftly by coordinating eyes, hands and/or fingers; ability to move and work with hands easily and skillfully.
Interests:	Catering to the wishes of others on a personal basis
Physical Demands:	Light work, lifting; stooping; reaching, use of hands, strong grip, writing; normal speech; hearing-ordinary conversation; vision-ordinary, acuity within 0.5 metres, depth perception, field of vision, colour vision; standing, walking.
Environmental Conditions:	Inside, shifts/on call, working around people; wet

5142.01 SPA SUPERVISOR

Assists in management and upkeep of spa and ensures high standard of service to guests:

- Supervises workers engaged in receiving and treating guests
- Provides information on spa facilities and treatments
- Ensures guests are acknowledged and served promptly and courteously
- Oversees application of health and safety procedures to ensure well-being of guests and safe functioning of equipment
- Handles guests' complaints and takes action to avoid repetition
- Monitors developments in the sector and recommends new spa products and services to management
- Monitors physical stock, maintains stock records and ensures general security of department

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Five years of secondary school education, 1-2 years' training and certification in Beauty or Massage Therapy and First Aid; 1-2 years' work experience in a spa environment and in a supervisory capacity.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities, supervising other workers, handling.
Education and Training Development:	Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution.
Special Vocational Preparation:	Over 3 years, up to and including 5 years
Temperaments:	Direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria, precise attainment of set limits, tolerances or standards
Aptitudes:	Good communication skills, good numerical skills, ability to visualise objects in three dimensions from drawings/representations, ability to perceive pertinent details in objects or in pictorial/graphic material, ability to perceive pertinent details/differences in verbal/tabular material

Interests:	Business detail; catering to the wishes of others on a personal basis.
Physical Demands:	Light work; use of hands and fingers, writing; normal speech; hearing-ordinary conversation; vision – ordinary, colour vision; standing, walking, sitting; smelling.
Environmental Conditions:	Inside, daytime, nights, working around people; odours.

5142.12 SPA THERAPIST

Administers beauty and relaxation therapy to guests of spa:

- Greets guests and provides information on spa facilities and treatments
- Provides beauty and skin-care services to guests
- Conditions and styles guests' hair
- Cleans and grooms guests' nails, hands and feet
- Administers therapeutic massages and other relaxation therapies
- Oversees guests engaged in fitness activities

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Secondary school education and 1-2 years' training and certification in Beauty or Massage Therapy and First Aid.

OCCUPATIONAL PROFILE

Data/People/Things:	Examining and evaluating data, communicating with people to convey or exchange information, manipulating.
Education and Training Development:	Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution.
Special Vocational Preparation:	Over 1 year, up to and including 2 years.
Temperaments:	Dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria; precise attainment of set limits, tolerances or standards.
Aptitudes:	Good communication skills; ability to perceive pertinent details in objects or in pictorial/graphic material, ability to make precise movements accurately and swiftly by coordinating eyes, hands and/or fingers, ability to move fingers and manipulate small objects rapidly/accurately; ability to move and work with hands easily and skillfully; ability to perceive subtle colour distinctions.
Interests:	Catering to the wishes of others on a personal basis.
Physical Demands:	Light work; stooping, raising of the arms; use of hands and fingers, feeling, strong grip; normal speech; hearing – ordinary conversation, vision – ordinary, acuity within 0.5 metres, field of vision, colour vision; standing, walking and sitting; smelling.
Environmental Conditions:	Inside, daytime, nights, working around people; wet; noise; odours.

5151.13 BANQUET HOUSEMAN SUPERVISOR

Ensures that rooms for functions are set up to required specifications and supervises staff:

- Checks requirements for up-coming functions and checks inventory needs
- Supervises and coordinates activities of staff to ensure that function rooms are set up exactly to requests
- Coaches and trains staff to ensure standards are met
- Keeps detailed records of each function

May liaise with persons handling function to ensure that all needs have been anticipated and to check for any last minute instructions or changes and ensure security of equipment, keys and supplies

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Associate Degree in Hospitality Management. A minimum of one year's experience in a related supervisory position

OCCUPATIONAL PROFILE

Data/People/Things: Planning and directing work activities; supervising other workers; handling

Education and Training Development: Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution.

Special Vocational Preparation: Over 3 years, up to and including 5 years.

Temperaments: Direction, control and planning of an activity or project; variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria; ability to work as part of a team/group.

Aptitudes: Good communication skills; ability to perceive pertinent details in objects or in pictorial/graphic material; ability to perceive pertinent details/differences in verbal/tabular material.

Interests: Catering to the wishes of others on a personal basis.

Physical Demands: Light work ; use of hands and fingers, writing; normal speech, hearing – ordinary conversation ; vision – ordinary ; standing, walking, sitting.

Environmental Conditions: Inside, shifts/on call, working around people.

5246.10 FAST FOOD ATTENDANT/Food Service Worker

Serves customers at counter of fast-food outlet:

- Takes customer order
- Records order on bill
- Passes order to kitchen for filling
- Packs order in containers or bags
- Checks packed order against register receipt
- Serves drinks
- Maintains supplies of paper products, condiments and utensils at counter
- Handles customers' complaints or refers serious complaints to supervisor

- Keeps counter, lobby and rest-rooms clean and tidy

RELATED TITLES

FRONTLINER
 ORDER TAKER
 SANDWICH ARTIST
 SCOOPER
 SUB TECHNICIAN

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Secondary level education, 3 – 6 months on-the-job-training.

OCCUPATIONAL PROFILE

Data/People/Things:	Transcribing, entering or posting data; attending to the requests/needs of people, handling.
Education and Training Development:	Post-primary, Forms 1, 2, 3
Special Vocational Preparation:	Over 3 months, up to and including 6 months
Temperaments:	Repetitive or short-cycle work; dealing with people beyond giving and receiving instructions.
Aptitudes:	Ability to move and work with hands easily and skillfully
Interests:	Catering to the wishes of others on a personal basis.
Physical Demands:	Light work, carrying; stooping; reaching, use of hands, writing; normal speech; hearing-ordinary conversation; vision-ordinary; standing, walking, sitting.
Environmental Conditions:	Inside, daytime, shifts/on call; odours

5419.01 LIFEGUARD SUPERVISOR I

Plans, organizes and coordinates lifeguard services at assigned beaches:

- Supervises lifeguard staff at assigned beaches
- Monitors all aspect of lifeguarding on the beach and makes recommendations to enhance the lifeguard services and public safety
- Visits beaches, identifies irregularities and advises **Patrol Captain** of action to be taken
- Conducts preliminary investigations into drownings and rescues, prepares reports and keeps records
- Identifies training requirements for lifeguards, sources training providers, coordinates training schedules and monitors training activities at respective beaches
- Recommends counselling for lifeguard staff whenever it becomes necessary
- Prepares estimates for financial year for assigned beaches and submits to supervisor for approval
- Ensures that lifesaving equipment is maintained and ambulance services, medical and office supplies are readily available at beaches
- Assumes responsibility for the maintenance and repairs of vehicles and infrastructure
- Checks and certifies all documents kept by **Patrol Captain** on all site visits

May perform lifeguard duties and conduct physical training for lifeguards

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

G.C.E, O'level/CSEC passes in five subjects including Mathematics and English Language, certificates in Award of Merit, Lifeguard Instructors, Arts and Science of Coaching, Physical Training Instructor, Supervisory Management and C.P.R.; must have in possession underwater diving licence and Motor Launch Captain Licence

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities; supervising other workers; handling.
Education and Training Development:	Forms 4 & 5, CSEC/GCE 0-Level
Special Vocational Preparation:	Over 5 years, up to and including 10 years
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria.
Aptitudes:	Good communication skills, good numerical skills, ability to perceive pertinent details in objects or in pictorial/graphic material; ability to perceive pertinent details/differences in verbal/tabular material.
Interests:	Use of authority to protect people and property; humanitarian; leading and influencing.
Physical Demands:	Light work; use of hands, writing; normal speech, hearing – ordinary conversation; vision – ordinary; standing, walking, sitting
Environmental Conditions:	Inside and outside, daytime, nights, shifts/on call, working around people

5419.02 PATROL CAPTAIN, LIFEGUARD SERVICES

Supervises lifeguard services at one or more beach sites and enforces safety regulations:

- Supervises and coordinates day to day activities of Lifeguard Instructors, Lifeguards- Water Safety Education and Lifeguards
- Coordinates emergency situations
- Performs duties of Lifeguard to protect and rescue sea bathers and beach users
- Maintains inventory of lifeguard equipment and supplies
- Reviews station diaries prepared by subordinates and prepares reports
- Secures lifeguard quarters

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Three years of secondary education, an Award of Merit Certificate, Lifeguard Instructors Certificate, Diving Certificate, Launch Captain's Licence and at least six years experience as a Lifeguard II.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities; directing work-related activities of a group of workers; driving-operating.
Education and Training	Post-primary, Forms 1, 2, 3.

Development:	Over 5 years, up to and including 10 years
Special Vocational Preparation:	
Temperaments:	Variety and change in terms of often changing from one task to another of a different nature without loss of efficiency or composure; direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; performing under stress; evaluation of information using subjective or judgmental criteria; precise attainment of set limits, tolerances or standards; ability to work as part of a team/group.
Aptitudes:	Ability to comprehend and effectively use language; ability to perceive pertinent details in objects or in pictorial/graphic; ability to perceive pertinent details/differences in verbal/tabular material; ability to make precise movements accurately and swiftly by coordinating eyes, hands and/or fingers; ability to move and work with hands easily and skillfully; ability to move body members with good coordination.
Interests:	Use of authority to protect people and property; humanitarian.
Physical Demands:	Heavy work; lifting, carrying, pushing, pulling, throwing, stooping, crouching, reaching, handling, fingering, strong grip, writing, talking – ordinary, hearing - ordinary conversation, other sounds, vision – ordinary, acuity beyond 6 metres, depth perception, field of vision; ability to adjust focusing, colour vision, standing, walking, running; swimming; good bodily coordination.
Environmental Conditions:	Inside and outside, underwater, daytime, shifts/on call, working around people, wet, risk of bodily injury/loss, mechanical hazards, moving objects, glare.

5419.11 LIFEGUARD

Monitors activities of persons within designated swimming area to prevent accidents, and renders assistance as necessary:

- Erects signboards, flags and buoys to warn swimmers of unsafe areas
- Patrols beach or swimming pool to ensure observation of warnings and safety regulations
- Monitors activities of swimmers from observation tower
- Rescues individuals in danger of drowning by swimming to assist them or by using equipment such as rope, floats or marine craft
- Administers artificial respiration and/or other forms of first-aid and arranges for transportation of patient to medical institution
- Operates radio communication equipment for emergency contacts
- Inspects facilities to ensure functioning of equipment and fixtures
- Prepares report on activities of shift, including information on frequency of use of beach or pool facilities

May give instructions on swimming and water safety to beach users and provide information on tides, currents and wind velocity.

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Three years secondary education, training and certification in Lifeguarding and First Aid, Lifesaving (Award of Merit) Certificate, possession of underwater diving licence from a recognized institution, Motor Launch Captain Licence.

OCCUPATIONAL PROFILE

Data/People/Things:	Observing for similarities and/or differences; communicating with people to convey or exchange information, driving-operating.
Education and Training Development:	Post-primary, Forms 1,2,3
Special Vocational Preparation:	Over 1 year, up to and including 2 years.
Temperaments:	Dealing with people beyond giving and receiving instructions; performing under stress; evaluation of information using subjective or judgmental criteria; precise attainment of set limits, tolerances or standards; ability to work as part of a team/group
Aptitudes:	Ability to make precise movements accurately and swiftly by coordinating eyes, hands and/or fingers; ability to move and work with hands easily and and skillfully; ability to move body members with good coordination
Interests:	Use of authority to protect people and property; humanitarian.
Physical Demands:	Heavy work, lifting, carrying, pushing, pulling, throwing, controls; climbing; stooping, kneeling, raising of arms; reaching, use of hands and fingers, feeling, strong grip, writing; normal speech, other types; hearing – ordinary conversation, other sounds; vision – ordinary, acuity beyond 6 metres, depth perception, field of vision, colour vision; standing, walking sitting, swimming; good bodily coordination.
Environmental Conditions:	Outside, underwater, high place, daytime, working around people; wet; risk of bodily injury/loss, mechanical hazards, moving objects; glare

5419.15 REEF PATROL OFFICER

Patrols reef to prevent unauthorised fishing and removal of items from area:

- Operates outboard motor-boats to patrol reef;
- Checks and inspects boats operating in vicinity of reef to ensure that flora and fauna and other items are not removed;
- Apprehends offenders and prepares reports of irregularities found on reef using knowledge of relevant ordinances and regulations;
- Attends court and gives evidence in respect of charges preferred against individuals;
- Maintains and services outboard motor-boat and keeps records.

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Three years' secondary education, possession of a Launch Captain's Licence and some experience in a related setting.

OCCUPATIONAL PROFILE

Data/People/Things:	Observing for similarities and/or differences; communicating with people to convey or exchange information;
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Education and Training Development:	driving-operating. Post-primary, Forms 1,2,3.
Special Vocational Preparation:	Over 1 year, up to and including 2 years
Temperaments:	Dealing with people beyond giving and receiving instructions; performing under stress; evaluation of information using subjective or judgmental criteria.
Aptitudes:	Ability to perceive pertinent details in objects or in pictorial/graphic material; ability to perceive pertinent details/differences in verbal/tabular material; ability to move and work with hands easily and skillfully; ability to move body members with good coordination.
Interests:	Use of authority to protect people and property.
Physical Demands:	Light work, controls; stooping; reaching, use of hands, writing; normal speech, other types; hearing – ordinary conversation, other sounds; vision – ordinary, acuity beyond 6 metres, depth perception, field of vision, colour vision, night vision; standing, walking, sitting
Environmental Conditions:	Outside, daytime, nights, shifts/on call, working alone; wet; risk of bodily injury/loss, mechanical hazards; fumes, gases, glare

7421.15 BANQUET TECHNICIAN

Sets up function rooms with sound, video and lighting equipment as specified:

- Ascertains equipment requirements for functions
- Positions microphones and speakers to obtain optimum acoustical effects
- Sets up lighting and video equipment and requisitions special effects as required
- Checks working order of equipment, ensuring that connections are firmly made
- Operates controls during functions if required

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Five CSEC/GCE 'O'levels inclusive of Mathematics and English Language and HNC Certificate in Electrical, Electronic Engineering Technician or Electrical Installation diploma or equivalent.

OCCUPATIONAL PROFILE

Data/People/Things:	Examining and evaluating data; communicating with people to convey or exchange information; setting-up
Education and Training Development:	Awards not equivalent to university first degrees, obtained at technical institute, training school, similar institution.
Special Vocational Preparation:	Over 2 years, up to and including 3 years
Temperaments:	Evaluation of information using subjective or judgmental criteria; ability to work as part of a team/group.
Aptitudes:	Ability to visualize objects in three dimensions from drawings/representations; ability to make precise movements accurately and swiftly by coordinating eyes, hands and/or fingers; ability to move fingers and manipulate small objects rapidly/accurately; ability to move and work with hands easily and skillfully.

Interests:	Mechanical work
Physical Demands:	Light work, lifting; use of hands and fingers ; normal speech, hearing – ordinary conversation, other types ; vision – ordinary, colour vision ; standing, walking, sitting.
Environmental Conditions:	Inside, daytime, nights, working around people; noise, vibration.

8157.01 LAUNDRY SUPERVISOR

Supervises subordinate laundry staff to ensure proper laundering of items:

- Organises and plans operational activities for laundry
- Supervises subordinate departmental staff engaged in activities such as washing, ironing and dry-cleaning of clothes and linen, ensuring that laundering standards are maintained
- Requisitions supplies and collects and distributes them to individual units of department
- Monitors functioning of laundry equipment and makes arrangements for repairs when necessary
- Trains and advises workers in techniques of machine operation.

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Secondary level education and at least 2 years' experience in a similar setting.

OCCUPATIONAL PROFILE

Data/People/Things:	Planning and directing work activities, supervising other workers, handling
Education and Training	Forms 4 & 5, CSEC/GCE 0-Level
Development:	
Special Vocational Preparation:	Over 2 years, up to and including 3 years
Temperaments:	Direction, control and planning of an activity or project; dealing with people beyond giving and receiving instructions; evaluation of information using subjective or judgmental criteria.
Aptitudes:	Ability to perceive pertinent details/differences in verbal/tabular material; ability to perceive subtle colour distinctions.
Interests:	Industrial.
Physical Demands:	Light work; use of hands, writing; normal speech; hearing-ordinary conversation, vision-ordinary; standing, walking and sitting.
Environmental Conditions:	Inside, daytime, nights, working around people.

8157.10 MACHINE OPERATOR, LAUNDRY

Tends machines to clean clothing and household fabrics:

- Examines pieces of clothing or fabric for damage, spots and/or stains
- Removes client's personal belongings for safe keeping
- Sorts articles according to colour and type of garment
- Pours cleaning solution into dispensing compartment of laundering machines
- Loads individual machines with articles to be washed, dry-cleaned and/or dried
- Starts machines and monitors process to ensure proper functioning of machines

- Unloads machines on completion of process and folds and counts items

May perform duties of **LAUNDRY PRESSER**.

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Post-primary/Junior secondary education and three to six months on-the-job-training.

OCCUPATIONAL PROFILE

Data/People/Things:	Observing for similarities and/or differences; carrying out assigned work; tending.
Education and Training Development:	Post-primary, Forms 1,2,3.
Special Vocational Preparation:	Over 3 months, up to and including 6 months
Temperaments:	Repetitive or short-cycle work; evaluation of information using subjective or judgmental criteria.
Aptitudes:	Ability to move and work with hands easily and skillfully.
Interests:	Mechanical.
Physical Demands:	Light/medium work, lifting, carrying, pulling; stooping, crouching, raising of arms; reaching, use of hands and fingers; normal speech; hearing-ordinary conversation; vision-ordinary, colour vision; standing, walking.
Environmental Conditions:	Inside, daytime, working around people; heat; wet, humidity; noise; risk of occupational diseases, noxious elements/solvents; fumes, odours.

8157.11 LAUNDRY PRESSER

Operates steam-pressing machine to press cleaned clothing and other items:

- Removes item from hanger, cart or conveyor and positions it on table of pressing machine
- Lowers head of pressing machine onto surface of fabric
- Manipulates hand lever and depresses foot pedal to release steam from pressing head and table to press items for specified time
- Raises head of pressing machine, re-positions item and repeats pressing process as necessary
- Hand-presses items applying knowledge of fabrics and heat to produce high quality finishes which cannot be obtained on machine presses
- Folds pressed items or places them on hanger

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Post-primary/junior secondary education. Required to have at least three months on-the-job- training

OCCUPATIONAL PROFILE

Data/People/Things:	Observing for similarities and/or differences; carrying out assigned work; tending.
Education and Training Development:	Post-primary, Forms 1,2,3.

Special Vocational Preparation:	Over 30 days, up to and including 3 months
Temperaments:	Repetitive or short-cycle work; evaluation of information using subjective or judgmental criteria; precise attainment of set limits, tolerances or standards
Aptitudes:	Ability to move and work with hands easily and skillfully.
Interests:	Mechanical.
Physical Demands:	Light work, lifting, pushing, pulling, controls; stooping, raising of arms; reaching, use of hands, strong grip; normal speech; hearing-ordinary conversation; vision-ordinary, acuity within 0.5 metres; standing, walking
Environmental Conditions:	Inside, daytime, working around people; heat, humidity; burns

9112.14 ROOM ATTENDANT/Chambermaid

Services and replenishes supplies in rooms of hotel and guesthouses ensuring that they are maintained in keeping with hotel standards:

- Collects information on rooms from supervisor
- Collects cleaning materials such as soap, detergents, and vacuum cleaner from stores and transports to rooms
- Changes bed linen and makes bed
- Dusts furniture and vacuums carpeting, draperies and upholstered furniture
- Replenishes items such as tissue, towels, soap and other consumables
- Notes leaks and damaged or malfunctioning equipment and reports to maintenance department
- Cleans mirrors
- Empties bins
- Scrubs and mops bathroom area
- Polishes bathroom fixtures and washes shower curtains
- Completes and returns worksheets to supervisor

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Post primary/Junior secondary level education and 1 month on-the-job-training .

OCCUPATIONAL PROFILE

Data/People/Things:	Observing for similarities and/or differences; carrying out assigned work; handling.
Education and Training Development:	Post-Primary, Forms 1, 2, 3
Special Vocational Preparation:	Short demonstration/training lasting up to 30 days.
Temperaments:	Doing things only under specific instructions.
Aptitudes:	Ability to move and work with hands easily and skillfully.
Interests:	Mechanical work
Physical Demands:	Light/medium work, lifting, carrying, pushing, pulling; stooping, crouching, raising of arms; reaching, use of hands, writing; normal speech; hearing-ordinary conversation; vision-ordinary; standing,

walking.
Environmental Conditions: Inside, shifts/on call; wet; slippery floors; fumes, dust, dirt/grease.

9112.15 BUSBOY/BUSSER

Assists with upkeep and general tidiness of dining room area of hotel or restaurant:

- Positions furniture, changes table-cloths and sets tables in preparation for meals
- Carries utensils from kitchen to dining room
- Removes utensils when serving is complete
- Replenishes empty receptacles with water and food items
- Brings bills to patrons, takes payment to cashier and returns change
- Washes dirty utensils
- Sweeps and mops serving area in hotel
- Cleans and sanitizes washroom area
- Empties baskets and other receptacles

May serve meals to clients

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Post-primary/junior secondary level education and one (1) month on-the-job-training.

OCCUPATIONAL PROFILE

Data/People/Things:	Observing for similarities and/or differences; carrying out assigned work; handling.
Education and Training Development:	Post primary, Forms 1, 2 and 3
Special Vocational Preparation:	Short demonstration/ training last up to 30 days.
Temperaments:	Repetitive or short-cycle work.
Aptitudes:	Ability to move and work with hands easily and skillfully.
Interests:	Catering to the wishes of others on a personal basis.
Physical Demands:	Medium work, lifting, carrying; stooping, kneeling; use of hands; normal speech; hearing-ordinary conversation, vision - ordinary; standing, walking and sitting.
Environmental Conditions:	Inside, daytime, shifts/on call, working around people; wet; slippery floors; odours, dirt/grease.

9112.17 DOORMAN, HOTEL

Greets and assists hotel guests and visitors at hotel entry:

- Opens the door of vehicles and of hotel to assist arriving and departing guests
- Greets guests and visitors
- Loads and unloads baggage from vehicles
- Summons and dispatches taxis and other vehicles
- Provides information to guests on available services and facilities

- Keeps hotel entrance clear of vehicles to ensure smooth flow of vehicles and visitors
- Ensures hotel entrance is kept clean and free of obstacles
- Directs guests to reception desk

May perform duties of Bellman

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Secondary school level education and 1 month on-the-job training

OCCUPATIONAL PROFILE

Data/People/Things:	Observing for similarities and/or differences; attending to the requests/needs of people; handling.
Education and Training Development:	Forms 4 & 5, CSEC/GCE 0-level
Special Vocational Preparation:	Short demonstration/Training lasting up to 30 days
Temperaments:	Dealing with people beyond giving and receiving instructions.
Aptitudes:	Communication skills ; eye-hand-foot coordination.
Interests:	Catering to the wishes of others on a personal basis
Physical Demands:	Medium work, lifting, carrying, pushing, pulling ; reaching, use of hands, strong grip; normal speech; hearing – ordinary conversation; vision – ordinary; standing, walking.
Environmental Conditions:	Inside and outside, shifts/on call, working around people; fumes, dust, glare.

9112.18 BANQUET HOUSEMAN

Assists in setting-up and cleaning of rooms used for functions:

- Sets up banquet rooms as requested for functions
- Maintains cleanliness of banquet rooms, hallways, storage and service areas
- Reports all necessary repairs and any unsafe conditions to supervisor

May maintain security of equipment, keys and supplies

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Five (5) CSEC/GCE ‘O’levels including English and Mathematics. One to two years experience in a similar position is required.

OCCUPATIONAL PROFILE

Data/People/Things:	Observing for similarities and/or differences; communicating with people to convey or exchange information/carrying out assigned work; handling.
Education and Training Development:	Forms 4 & 5, CSEC/GCE O’level
Special Vocational Preparation:	Over 1 year, up to and including 2 years

Temperaments:	Doing things only under specific instructions; ability to work as part of a team/group
Aptitudes:	Ability to perceive pertinent details in objects or in pictorial/graphic material; ability to perceive pertinent details/differences in verbal/tabular material
Interests:	Catering to the wishes of others on a personal basis;
Physical Demands:	Light work, lifting, carrying, pushing, pulling; stooping, raising of arms ; use of hands and fingers, strong grip, writing; normal speech ; hearing – ordinary conversation ; vision – ordinary ; standing, walking, sitting
Environmental Conditions:	Inside, shifts/on call, working around people; wet; slippery floors; fumes, dust, dirt/grease.

9112.19 HOUSEMAN

Cleans and maintains public and service areas of hotel according to established standards:

- Cleans and maintains assigned area of hotel such as lobby, corridors, restrooms, offices, stairwells, pool and general surroundings
- Takes responsibility for issued housekeeping supplies and equipment
- Inspects equipment to ensure safe and proper operation, cleans equipment after use and returns to storage in good condition
- Reports repair needs, missing items and hotel deficiencies to supervisor

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Secondary level education. Computer literacy and some experience in a similar environment are considered assets.

OCCUPATIONAL PROFILE

Data/People/Things:	Observing for similarities and/or differences; carrying out assigned work; handling.
Education and Training Development:	Forms 4 and 5, CSEC/GCE 0-Level
Special Vocational Preparation:	Over 3 months, up to and including 6 months
Temperaments:	Repetitive or short-cycle work, doing things only under specific instructions,
Aptitudes:	Ability to perceive pertinent details in objects or in pictorial/graphic material, ability to move and work with hands easily and skillfully, ability to move body members with good coordination
Interests:	Mechanical work
Physical Demands:	Light/medium work, lifting, carrying, pushing, pulling; climbing, stooping, crouching, raising of arms; reaching, use of hands, strong grip, normal speech; hearing-ordinary conversation; vision -ordinary, standing, walking.
Environmental Conditions:	Inside, shifts/on call, working around people, wet; slippery floors, noxious elements/solvents; fumes, dust.

9112.20 STEWARD

Cleans and maintains kitchen and related areas of hotels and restaurants:

- Transports kitchen utensils and wares to and from cleaning area
- Washes wares, dries and polishes glassware and flatware
- Cleans and sanitises kitchen surfaces such as counters, cupboards and floors

May assist in setting up of tables and buffets in dining areas.

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

School leaving certificate and two (2) years' experience in a similar position. Secondary level education would be an asset. A Food Handler's badge is required.

OCCUPATIONAL PROFILE

Data/People/Things:	Observing for similarities and/or differences; carrying out assigned work; handling.
Education and Training Development:	Post-primary, Forms 1,2,3
Special Vocational Preparation:	Over 1 year, up to and including 2 years
Temperaments:	Doing things only under specific instructions.
Aptitudes:	Ability to perceive pertinent details in objects or in pictorial/graphic material, ability to move and work with hands easily and skillfully, ability to move body members with good coordination.
Interests:	Mechanical work.
Physical Demands:	Light/medium work, lifting, carrying, stooping, crouching, raising of arms; reaching, use of hands, normal speech; hearing-ordinary conversation; vision -ordinary, standing, walking.
Environmental Conditions:	Inside, shifts/on call, working around people, wet; slippery floors, noxious elements/solvents; fumes, dust.

9121.11 LAUNDRY ATTENDANT/Laundry Checker

Receives, inspects and sorts clothes and other items prior to and after laundering by performing any combination of the following duties:

- Receives soiled articles from customer or user departments at institution
- Examines items to identify stains and determine type of cleaning required and points out defects to customer
- Prepares delivery note and informs customer of cost and collection date
- Removes notions from garments and returns to customer for safe keeping
- Attaches identification tag on articles and places in appropriate bin for laundering or distributes to laundry staff
- Inspects laundered items in sorting area to ensure proper finish and returns improperly laundered clothes to appropriate department
- Sorts items by checking identification on clothes against corresponding records
- Folds, stacks, wraps or bags items in preparation for delivery
- Stores in specified order or places on rack for easy identification
- Checks customer delivery note and retrieves laundered items from storage area

- Keeps related records

May answer customer queries on laundering and related matters and collect payment for completed work.

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Post-primary/Junior secondary education and at least three months on-the-job-training

OCCUPATIONAL PROFILE

Data/People/Things:	Observing for similarities and/or differences; communicating with people to convey or exchange information; handling
Education and Training Development:	Post-primary, Forms 1,2,3.
Special Vocational Preparation:	Over 30 days, up to and including 3 months
Temperaments:	Repetitive or short-cycle work; evaluation of information using subjective or judgmental criteria
Aptitudes:	Ability to perceive pertinent details/differences in verbal/tabular material; ability to move and work with hands easily and skillfully
Interests:	Mechanical work; catering to the wishes of others on a personal basis
Physical Demands:	Light work, lifting; use of hands, writing; normal speech; hearing-ordinary conversation; vision-ordinary, acuity within 0.5 metres, colour vision ; standing, walking
Environmental Conditions:	Inside, daytime, working around people

9121.12 LAUNDRY SPOTTER

Applies cleaning agents to soiled areas of garments and fabrics to remove stains:

- Inspects garments and fabrics to identify type of stain and other discolorations;
- Determines chemical agent required for treating stains based on type and colour of item and the degree of soil;
- Positions item on spotting board, applies specified quantity of chemical compound to stains and rubs area with sponge or brushes to remove stains;
- Sprays and/or steam water on spot to remove cleaning chemical, blow-dries and repeats process if necessary;
- Forwards cleaned garments for pressing or re-cleaning

May perform duties of Hand Launderer and Machine Operator

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Post-primary/junior secondary education and at least three months on the job training

OCCUPATIONAL PROFILE

Data/People/Things:	Observing for similarities and/or differences; carrying out assigned work; manipulating.
Education and Training Development:	Post-primary, Forms 1,2,3.
Special Vocational Preparation:	Over 30 days, up to and including 3 months

Temperaments:	Repetitive or short-cycle work; evaluation of information using subjective or judgmental criteria; precise attainment of set limits, tolerances or standards.
Aptitudes:	Ability to move and work with hands easily and skillfully; ability to perceive subtle colour distinctions.
Interests:	Mechanical
Physical Demands:	Light work, lifting; stooping; reaching, use of hands; normal speech; hearing-ordinary conversation; vision-ordinary, acuity within 0.5 metres, colour vision; standing, walking.
Environmental Conditions:	Inside, daytime; heat; wet, humidity; risk of occupational diseases, noxious elements/solvents; fumes, toxic conditions.

9121.13 HAND LAUNDERER

Washes garments and other items by hand in a laundry:

- Sorts garments and other items according to type of fabric, colour and degree of dirtiness
- Adds cleaning and finishing agents such as soap, detergent and fabric softener to water as required
- Washes items by hand or scrubs with brush
- Rinses washed items in clear water and squeezes to extract excess moisture
- Forwards items for drying or operates machine to blow out garments to regain shape preparatory to ironing

May determine type of cleaning required and soak soiled items in water and detergent preparatory to washing.

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Post-primary/junior secondary education and on-the-job-training lasting up to thirty days

OCCUPATIONAL PROFILE

Data/People/Things:	Observing for similarities and/or differences; carrying out assigned work; handling
Education and Training Development:	Post-primary, Forms 1,2,3.
Special Vocational Preparation:	Short demonstration /Training lasting up to 30 days
Temperaments:	Repetitive or short-cycle work; evaluation of information using subjective or judgmental criteria;
Aptitudes:	Ability to move and work with hands easily and skillfully.
Interests:	Mechanical
Physical Demands:	Light work, lifting, pushing, pulling; reaching, use of hands; normal speech; hearing-ordinary conversation; vision-ordinary, acuity within 0.5 metres, colour vision ; standing, walking, sitting
Environmental Conditions:	Inside, shifts/on call, working around people; wet; slippery floors; odours

9411.10 FAST-FOOD COOK

Prepare food products according to approved procedures for customers at fast-food outlets:

- Receives orders and cooks or heats partially prepared ingredients to fill orders
- Prepares sauces, following standard procedures, to enhance dishes
- Assembles food to fill orders and packs orders in take-away containers
- Monitors product use and advises manager when supplies need replenishing
- Keeps food preparation area, equipment and utensils, clean and sanitary

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Secondary level education, 3 – 6 months on-the-job-training

OCCUPATIONAL PROFILE

Data/People/Things:	Transcribing, entering or posting data; attending to the requests/needs of people; manipulating.
Education and Training Development:	Post-primary, Forms 1, 2, 3
Special Vocational Preparation:	Over 3 months, up to and including 6 months.
Temperaments:	Repetitive or short-cycle work
Aptitudes:	Ability to move and work with hands easily and skillfully.
Interests:	Mechanical
Physical Demands:	Light work, carrying; stooping; reaching, use of hands, writing; normal speech; hearing-ordinary conversation; vision-ordinary, colour vision; standing, walking, sitting.
Environmental Conditions:	Inside, daytime, shifts/on call; burns; odours

9412.10 KITCHEN ASSISTANT/Preparation Assistant/Preparation Person

Assists in preparation of food for hotels and restaurants:

- Receives directions from superior
- Peels, washes and chops vegetables and cleans and seasons meats, poultry and fish, observing sanitary procedures
- Cleans rice and dried legumes and makes salads
- Prepares breakfast for staff
- Washes cooking utensils, dishes and cutlery
- Cleans kitchen

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Post primary/junior secondary level education, 3 – 6 months on-the-job-training

OCCUPATIONAL PROFILE

Data/People/Things:	Observing for similarities and/or differences; carrying out assigned work; feeding - offbearing.
Education and Training Development:	Post-primary, Forms 1,2,3

Special Vocational Preparation:	Over 3 months, up to and including 6 months.
Temperaments:	Repetitive or short-cycle work; evaluation of information using subjective or judgmental criteria.
Aptitudes:	Ability to move and work with hands easily and skillfully.
Interests:	Mechanical
Physical Demands:	Light work; lifting, carrying; stooping; use of hands, feeling; normal speech; hearing – ordinary conversation; vision – ordinary; standing, walking.
Environmental Conditions:	Inside, shifts/on call, working around people; heat; cold; wet; fumes, odours.

9621.33 BELLMAN

Escorts hotel guests to their rooms and assists with baggage:

- Collects guests' baggage and directs guests to registration desk
- Collects room keys and escorts guests to rooms
- Checks rooms to ensure that they are in proper order and adjusts equipment
- Explains room facilities to guests and provides information on hotel facilities, location of shopping centres and other points of interest
- Delivers newspapers, packages, messages and mail to rooms
- Ensures safe storage and recording of guest items
- Assists departing guests with baggage
- Checks condition of hotel lobby and entrance and reports situations requiring attention to housekeeping or front desk personnel

May maintain lobby information board and prepare signs for functions

EDUCATION/TRAINING/EXPERIENCE REQUIREMENTS:

Secondary school education with CSEC/GCE passes in Mathematics and English Language

OCCUPATIONAL PROFILE

Data/People/Things:	Observing for similarities and/or differences; attending to the requests/needs of people; handling.
Education and Training Development:	Forms 4 & 5, CSEC/GCE 0-Level;
Special Vocational Preparation:	Short demonstration /Training lasting up to 30 days
Temperaments:	Dealing with people beyond giving and receiving instructions
Aptitudes:	Communication skills; ability to move body members with good coordination.
Interests:	Catering to the wishes of others on a personal basis
Physical Demands:	Medium work, lifting, carrying, pushing, pulling; use of hands, strong grip; normal speech; hearing - ordinary conversation; vision - ordinary; colour vision; walking.
Environmental Conditions:	Inside, daytime, nights, working around people.

ALPHABETICAL INDEX

The Alphabetical Index has been designed to reflect various types of titles. The same kind and size of type is used as that used to differentiate titles in the actual occupational description. Base titles are in **BOLD-FACE, UPPER-CASE LETTERS**; alternate titles are in **Bold-Face, upper/Lower Case Letters**; related titles are in UPPER-CASE LETTERS. Some titles listed in the Alphabetical Index, do not appear on occupational descriptions. Their six-digit code number refers to the description to which they are affiliated.

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