



International Labour Organization
Organisation internationale du Travail
Organización Internacional del Trabajo

*Updating the
International Standard Classification of Occupations (ISCO)*

*Draft ISCO-08 Group Definitions:
Occupations in Tourism and Hospitality*

ISCO 08 Code**14****Title EN****Hospitality, shop and related services managers****Lead Statement**

Hospitality, shop and related services managers plan, organize and direct the operations of establishments which provide accommodation, hospitality, retail and other services.

Task statement

Tasks performed by workers in this sub-major group usually include: planning and organising special functions, sporting, gaming and entertainment activities and the range and mix of products, stock levels and service standards promoting and selling goods and services; observing liquor, gaming, health and other laws and regulations; developing and reviewing policies, programs and procedures concerning customer relations and goods and services provided; promoting facilities, for conferences, conventions and trade shows, to potential customers; organising the purchase and maintenance of transport vehicles, equipment and fuel, and transporting goods; controlling the selection, training and supervision of staff; ensuring compliance with occupational health and safety regulations.

Included occupations**Excluded occupations****Notes**

Sub-major group 14 Hospitality, shop and related managers is for managers of establishments that provide services directly to the public, usually in organizations that are too small to have hierarchies of managers. Managers responsible for planning, directing and coordinating the provision of specialized professional and technical services that usually require specialized qualifications are classified in various unit groups in Sub-major groups 12, Administrative and commercial managers and 13, Production and specialized services managers.

ISCO 08 Code**141****Title EN****Hotel and restaurant managers****Lead Statement**

Hotel and restaurant managers plan, organize and direct the operations of establishments that provide accommodation, meals, beverages and other hospitality services.

Task statement

Tasks performed usually include: planning and organising special functions, sporting, gaming and entertainment activities; directing and overseeing reservation, reception, room service and housekeeping activities; observing liquor, gaming, health and other laws and regulations; monitoring quality at all stages of preparation and presentation of food and services; controlling the selection, training and supervision of staff; ensuring compliance with occupational health and safety regulations

Included occupations**Excluded occupations****Notes****ISCO 88 Code(s)**

1315, part

ISCO 08 Code
1411
Title EN
Hotel managers

Lead Statement

Hotel managers plan, organize and direct the operations of hotels, motels and similar establishments to provide guest accommodation and other services.

Task statement

Tasks Include:

- (a) directing and overseeing reservation, reception, room service and housekeeping activities;
- (b) supervising security arrangements, and garden and property maintenance;
- (c) planning and supervising bar, restaurant, function and conference activities;
- (d) observing liquor, gaming, and other laws and regulations;
- (e) assessing and reviewing customer satisfaction;
- (f) overseeing accounting and purchasing activities;
- (g) undertaking budgeting for the establishment;
- (h) controlling selection, training and supervision of staff;
- (i) ensuring compliance with occupational health and safety regulations;
- (j) providing guests with local tourism information, and arranging tours and transportation.

Included occupations

- Hotel Manager
- Motel Manager
- Youth hostel manager

Excluded occupations

Notes

Operators of small establishments, such as some bed and breakfast establishments and small guest houses, that provide accommodation and limited meal services to clients effectively as paying guests in private households, and for whom the management and supervision of staff is not a significant component of the work, are classified in unit group 5152, Domestic housekeepers.

ISCO 88 Code(s)
1315, part

ISCO 08 Code**1412****Title EN****Restaurant managers****Lead Statement**

Restaurant managers plan, organize and direct the operations of cafes, restaurants and related establishments to provide dining and catering services.

Task statement

Tasks Include:

- (a) planning menus in consultation with chefs and cooks;
- (b) planning and organizing special functions;
- (c) arranging the purchasing and pricing of goods according to budget;
- (d) maintaining records of stock levels and financial transactions;
- (e) ensuring dining, kitchen and food storage facilities comply with health regulations and are clean, functional and of suitable appearance;
- (f) conferring with customers to assess their satisfaction with meals and service;
- (g) selecting, set staff work schedules, training and supervising waiting and kitchen staff;
- (h) taking reservations, greeting guests and assisting in taking orders;
- (i) negotiating arrangements with clients and suppliers;
- (j) ensuring compliance with occupational health and safety regulations.

Included occupations

- Cafe Manager
- Restaurant Manager
- Catering Manager

Excluded occupations

- Chef - 3434

Notes**ISCO 88 Code(s)**

1315, part

ISCO 08 Code**511****Title EN****Travel attendants, conductors and guides****Lead Statement**

Travel attendants and related workers provide various personal services in connection with travelling by aircraft, train, ship, bus or other vehicle, and escorting individuals and groups on travel tours, sightseeing visits and excursions.

Task statement

Tasks performed usually include: ensuring the comfort and safety of passengers; serving food and refreshments; providing information and answering questions in connection with travel; collecting or issuing tickets on board public transport; accompanying individuals or groups on sightseeing tours or excursions and describing points of interest.

Included occupations

- Art gallery guide
- Attendant, airport
- Attendant, flight
- Bus conductor
- Cable car conductor
- Steward, ship
- Ticket inspector (public transport)
- Tour escort
- Train conductor
- Tram conductor

Excluded occupations**Notes****ISCO 88 Code(s)**

ISCO 08 Code**5111****Title EN****Travel attendants and travel stewards****Lead Statement**

Travel attendants and travel stewards ensure the comfort and safety of passengers, serve meals and beverages and render personal services, usually on aircraft and onboard ships. They may plan and coordinate housekeeping and social activities on ships.

Task statement

Tasks include -

- (a) greeting passengers entering aircraft or ships, checking tickets or boarding passes, and directing them to their seats or berths;
- (b) announcing, explaining and demonstrating safety and emergency procedures, such as the use of oxygen masks, seat belts, and life jackets;
- (c) assembling and serving pre-prepared meals and beverages;
- (d) selling duty-free and other goods;
- (e) taking care of general needs and comfort of passengers, answering inquiries, and keeping cabins clean and tidy;
- (f) directing and assisting passengers and following prescribed procedures in the event of an emergency, such as evacuating a plane following an emergency landing;
- (g) verifying that first aid kits and other emergency equipment are in working order;
- (h) administering first aid to passengers in distress;
- (i) attending pre-flight briefings concerning weather, altitudes, routes, emergency procedures, crew coordination, lengths of flights, food and beverage services offered, and numbers of passengers;
- (j) preparing passengers and aircraft for take-off and landing;
- (k) determining special assistance needs of passengers such as small children, the elderly, or disabled persons.

Included occupations

Examples of the occupations classified here:

- Attendant, airport
- Attendant, flight
- Steward, ship

Excluded occupations**Notes****ISCO 88 Code(s)**

5111

ISCO 08 Code**5112****Title EN****Transport conductors****Lead Statement**

Transport conductors check and issue tickets and ensure the safety and comfort of passengers on trains, trams, buses and other public transport vehicles.

Task statement

Tasks include -

- (a) collecting and issuing tickets, passes or fares, and checking the validity of tickets issued previously;
- (b) attending to sleeping-cars and their occupants on passenger trains;
- (c) providing assistance with boarding, seating and luggage as required, especially to elderly, sick, or injured people;
- (d) opening and closing doors for passengers;
- (e) performing equipment safety checks prior to departure;
- (f) signalling to drivers to stop or proceed;
- (g) greeting passengers boarding transportation equipment, and announcing routes and stops.
- (h) ensuring that safety regulations are respected;
- (i) responding to passengers requests and complaints and providing information about stops and connections;
- (j) taking appropriate action in case of emergencies or accidents.

Included occupations

Examples of the occupations classified here:

- Bus conductor
- Cable car conductor
- Ticket inspector (public transport)
- Train conductor
- Tram conductor

Excluded occupations**Notes****ISCO 88 Code(s)**

5112

ISCO 08 Code
5113
Title EN
Travel guides

Lead Statement

Travel guides accompany individuals or groups on trips, sightseeing tours and excursions and on tours of places of interest such as historical sites, industrial establishments and theme parks. They describe points of interest and provide background information on interesting features.

Task statement

Tasks include -

- (a) escorting and guiding tourists on cruises and sightseeing tours;
- (b) escorting visitors through places of interest such as museums, exhibitions, theme parks, factories and other industrial establishments;
- (c) describing and providing information on points of interest and exhibits and responding to questions;
- (d) conducting educational activities for school children;
- (e) monitoring visitors' activities to ensure compliance with establishment or tour regulations and safety practices;
- (f) greeting and registering visitors and tour participants, and issuing any required identification badges or safety devices;
- (g) distributing brochures, showing audiovisual presentations, and explaining procedures and operations at tour sites;
- (h) providing for physical safety of groups, and performing activities such as providing first aid and directing emergency evacuations;
- (i) resolving any problems with tour itineraries, service, or accommodation.

Included occupations

Examples of the occupations classified here:

- Art gallery guide
- Tour escort

Excluded occupations

Notes

ISCO 88 Code(s)
5113

ISCO 08 Code**513****Title EN****Waiters and bartenders****Lead Statement**

Waiters and bartenders serve food and beverages in commercial dining and drinking places, clubs, institutions and canteens, on board ships and on passenger trains.

Task statement

Tasks performed usually include: assisting in keeping bar properly stocked; washing used glassware and cleaning bar area; serving alcoholic and non-alcoholic drinks at a bar; setting tables with clean linen, cutlery, crockery and glassware; serving food and beverages; advising on the choice of wines and serving them; taking orders for food and/or drinks and passing order to kitchen; presenting bill and accepting payment.

Included occupations**Excluded occupations**

Cafe manager -1412

Restaurant manager -1412

Bartender - 5132

Notes**ISCO 88 Code(s)**

5123

ISCO 08 Code**5131****Title EN****Waiters****Lead Statement**

Waiters serve food and beverages at tables in dining and drinking places, clubs, institutions and canteens, on board ships and on passenger trains.

Task statement

Tasks include -

- (a) setting tables with clean linen, cutlery, crockery and glassware;
- (b) greeting customers and presenting them with menus and beverage lists;
- (c) advising on food and beverage choices;
- (d) taking orders for food and drinks and passing order to kitchen or bar staff;
- (e) serving food and beverages to clients at tables;
- (f) clearing tables and returning dishes and cutlery to kitchen;
- (g) presenting bills, accepting payment and operating point of sales machines and cash registers.

Included occupations

Waiter

Excluded occupations

Bartender - 5132

Cafe manager -1412

Restaurant manager -1412

Notes**ISCO 88 Code(s)**

5123, part

ISCO 08 Code
5132
Title EN
Bartenders

Lead Statement

Bartenders prepare, mix and serve alcoholic and non-alcoholic drinks directly to customers over a bar or counter, or through waiters.

Task statement

Tasks include -

- (a) taking beverage orders from serving staff or directly from patrons;
- (b) preparing and serving alcoholic and non-alcoholic drinks at a bar;
- (c) washing used glassware, cleaning and maintaining bar service areas, tea and coffee-making areas and equipment such as espresso machines;
- (d) collecting payment for sales, operating cash registers and balancing cash receipts;
- (e) tapping kegs and attaching supply lines;
- (f) assisting in keeping bar properly stocked and arranging bottles and glasses;
- (g) checking identification of customers to verify age requirements for purchase of alcohol;
- (h) taking steps to limit problems related to excessive drinking such, as persuading customers to stop drinking, declining further service and ordering transportation;
- (i) mixing ingredients to prepare cocktails and other drinks;
- (j) serving snacks or other food items to customers at the bar.

Included occupations

- Bartender

Excluded occupations

- Waiter - 5131

Notes

ISCO 88 Code(s)

5123, part