

RETAIL IS YOUR FUTURE



FAST FOOD AND TAKEAWAY

OVERVIEW

Fast food is about a high turnover of inexpensive menu selections provided in minutes in disposable packaging – either over the counter, through a driveway service or a home delivery service such as Deliveroo. Fast food outlets usually operate in chains and meals are eaten on the premises as well as taken elsewhere or delivered to the home.

There are high levels of support staff (cooks, kitchen hands). The sector is a significant employer of youth, with more than half of all employees under 19 years. . Fast food is on a health-kick! There will always be a place for burgers; chicken; pizza; or fish and chips, but people now eat out or buy take-away food more often – so they want healthier choices too. Traditional fast food outlets have changed their cooking methods and ingredients – and expanded their menus. There is also a range of new options like sushi, salad bars, baguettes, juice bars, noodles and other Asian specialities.

HOW DO I START?

Qualifications in retail services or food safety can help you when you are applying for a position as a customer service assistant.

- **SIR20216 Certificate II in Retail Services** or **SIR30216 Certificate III in Retail** shows your interest in the industry.
- Casual or part-time work is usually available.
- Ask about a school-based Traineeship in Retail **SIR20216 Certificate II in Retail Services**.
- If a career in management interests you, you can work your way up, apply for promotions or further study **SIR40316 Certificate IV in Retail Management** and **SIR50116 Diploma of Retail Management**.
- More mature people – especially with management experience – are welcome

AVAILABLE JOBS

- Drive-through team member
- Food service team member
- Crew trainer
- Trainee manager
- Shift supervisor
- Assistant manager
- Restaurant manager
- Delivery driver



FAST FOOD AND TAKEAWAY

TASKS AND WORKING CONDITIONS

Front counter is about warm, friendly, fast service and cleaning dining areas – food service is using grills, fryers and microwaves quickly; cleaning work areas, equipment and utensils; maybe ordering and taking delivery of ingredients. Shifts will be fast-paced and action-packed – but attention to quality is also a priority. Correct handling and storage of food is critical, as is attention to safety. Uniforms or protective clothing are common. Major outlets will use computerised systems to place or track orders and drive-through staff will use headsets. Part-time hours are usually regular. Often it is a young team serving mostly young customers, so it can be fun as well as hard work

WHAT TRAINING IS AVAILABLE?

Stores may have in-house training that is specific to their product range; however, training packages are available in a variety of areas including retail, hospitality and business. Qualifications can be achieved through a nationally accredited training course or an apprenticeship or traineeship.

RETAIL QUALIFICATIONS

- Certificate II in Retail
- Certificate III in Retail
- Certificate IV in Retail Management
- Diploma of Retail Management
- Diploma of Visual Merchandising

To find out more about accredited retail qualifications, please contact the National Retail Association call 1800 RETAIL (738 245), nra.net.au