

# Major Group 5:

## SERVICE AND SALES WORKERS

Service and sales workers provide personal services related to travel, cooks, waiter and bartenders, hairdressers, beauticians, building and housekeeping supervisors, service workers and personal care, or protection against fire and unlawful acts, or they pose as models for artistic creation and display, or demonstrate and sell goods in wholesale or retail shops and similar establishments as well as at stalls and markets. Most occupations in this major group require skills at the second skill level.

**This major group consists of the following sub-major groups:**

- 51 PERSONAL SERVICE WORKERS**
- 52 SALES WORKERS**
- 53 EDUCATION AND SOCIAL SERVICES WORKERS**
- 54 PROTECTIVE SERVICES WORKERS**

### **51 PERSONAL SERVICE WORKERS**

Personal service workers provide personal and services related to travel, cooks, waiters and bartenders, hairdressers, beauticians, building and housekeeping supervisors and other personal service workers.

**This sub-major group consists of the following minor groups:**

- 511 TRAVEL ATTENDANTS, CONDUCTORS AND TRAVEL GUIDES**
- 512 COOKS**
- 513 WAITERS AND BARTENDERS**
- 514 HAIRDRESSERS, BEAUTICIANS AND RELATED WORKERS**
- 515 BUILDING AND HOUSEKEEPING SUPERVISORS**
- 516 OTHER PERSONAL SERVICES WORKERS**

### **511 TRAVEL ATTENDANTS, CONDUCTORS AND GUIDES**

Travel attendants, conductors and guides provide various personal services in connection with traveling by aircraft, train, ship, bus or other vehicles, and escorting individuals and groups on travel tours, sightseeing visits and excursions.

#### **5111 TRAVEL ATTENDANTS AND TRAVEL STEWARDS**

Travel attendants and travel stewards render personal services to ensure the comfort and safety of passengers. These include serving meals and beverages and co-ordinating housekeeping and social activities.

**Tasks include:**

- greeting passengers entering aircraft, conducting them to their seats, ensuring that seat-belts are fastened and "no smoking" and similar signs are obeyed;

- conducting safety checks and demonstrating the use of safety equipment such as life belts and oxygen masks and assisting passengers in case of emergencies;
- distributing reading material, headphones, blankets and similar items and answering passengers' inquiries;
- serving pre-prepared meals and refreshments;
- selling duty-free goods to passengers;
- administering minor medical aide to passengers in need;
- taking care of general needs and comfort of ship's and train's passengers;
- performing related tasks;
- supervising other workers.

**Examples of the occupations classified here:**

- 51111** *Attendant, ship's cabin*
- 51112** *Steward, supervisor*
- 51113** *Steward, floor*
- 51114** *Attendant, flight*
- 51115** *Stewardess, flight*
- 51116** *Steward, train*
- 51117** *Attendant, airport*

## **5112 TRANSPORT CONDUCTORS**

Transport conductors collect or issue tickets and take care of safety and comfort on trains, trams, buses and other modes of public transport.

**Tasks include:**

- collecting or issuing tickets, passes or fares, or checking the validity of ticket issued previously;
- taking care of sleeping-car on a passenger train, including checking passengers' tickets, their safety and information requests;
- ensuring that safety regulations are respected;
- giving information to passengers especially about terminals and connections;
- co-operating with the driver in conformity with time schedules;
- taking appropriate action in case of emergencies;
- taking responsibility to help station supervisor or Operation Executive, supervise and overcome traffic operation problem, staff, trade and others in order to give efficient and economic service to train passengers;
- performing related tasks;
- supervising other workers.

**Examples of the occupations classified here:**

- 51121** *Conductor, bus*
- 51122** *Inspector, ticket*
- 51123** *Guard, passenger train*
- 51124** *Attendant, sleeping car*
- 51125** *Manager, station N19*

## **5113 TRAVEL GUIDES**

Travel guides accompany individuals or groups on sightseeing tours or excursions, describe points of interest and provide other guide services.

**Tasks include:**

- escorting tourists and looking after their comfort;
- ensuring that reservations for transportation and accommodations are confirmed and prepared itineraries are met;
- accompanying tourists on sightseeing tours and describing points of interest;
- accompanying tourists to museums and exhibitions and giving information on exhibits;
- guiding groups through factories and similar establishments and giving relevant information;
- conducting excursions such as mountain climbing, hunting or fishing;
- collecting admission fees;
- performing related tasks;
- supervising other workers.

**Examples of the occupations classified here:**

- 51131** *Guide, tourist*
- 51132** *Guide, art gallery*
- 51133** *Guide, factory tour*
- 51134** *Guide, travel/sightseeing*

**512** **COOKS**

Cooks plan, organize, prepare and cook foodstuffs in hotels, restaurants and other public eating places, on board ships, on passenger trains, private households and other institutions or establishments. Collaborate with other personnel to plan and develop recipes and menus, taking into account such factors as seasonal availability ingredients and the likely number of customers.

**5120** **COOKS**

Cooks plan, organize, prepare and cook foodstuffs in hotels, restaurants and other public eating places, on board ships, on passenger trains, private households and other institutions or establishments.

**Tasks include:**

- planning meal and menus, ordering food supplies and preparing and cooking foodstuffs;
- monitoring quality at all stages of preparation and presentation and enforcing hygiene regulations;
- demonstrating techniques and advising on cooking procedures;
- planning, supervising and co-ordinating work in the kitchen;
- ensuring cleanliness of kitchen staff, dishes, utensils, kitchen equipment and work areas;
- organizing food promotions;
- taking responsibility in determining dry and wet ingredients for cooking, accept and checking essential goods cooking, provide ripe materials, preserving cleanliness of equipment and kitchen area, ensure that kitchenware was stored, locked and in good conditions;
- performing related tasks;
- supervising other workers.

**Examples of the occupations classified here:**

- 51201** *Chefs*
- 51202** *Cook, ship*

- 51203** *Cook, private service*
- 51204** *Cook, food canning & preserving*
- 51205** *Cook N1*

### **513**    **WAITERS AND BARTENDERS**

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

#### **5131**    **WAITERS AND WAITRESS**

Waiters and waitress greet customers, escort them to seats and hand them menus, take food and drink orders, and serve food and beverages. They also answer question, explain menu items and specials, and keep tables and dining areas clean and set for new diners.

#### **Tasks include:**

- setting and arranging tables and escorting guests to the table;
- presenting menu and recommending customers of menu items;
- taking orders and serving food and beverages;
- advising on the choice of wines and serving them;
- serving alcoholic and non-alcoholic drinks at a bar;
- presenting bills to patrons and accepting payments;
- performing related tasks;

#### **Examples of the occupations classified here:**

- 51311** *Waiter, head*
- 51312** *Dang pawara*
- 51313** *Waiter and waitress, food and beverage*
- 51314** *Supervisor, food and beverage*
- 51315** *Food and beverage worker, banquet*
- 51316** *Food and beverage worker, room service*
- 51317** *Food and beverage worker*

#### **5132**    **BARTENDERS**

Bartenders mix and serve drinks to patrons directly or through wait staff. Collect money for drinks served; check identification of customers in order to verify age requirements for purchase of alcohol and attempt to limit problems to customers' excessive drinking by taking steps such as persuading customers to stop drinking or ordering taxis or other transportation for drunk visitors.

#### **Tasks include:**

- setting and arranging tables and escorting guests to the table;
- presenting menu and recommending customers of menu items;
- taking orders and serving food and beverages;
- advising on the choice of wines and serving them;
- serving alcoholic and non-alcoholic drinks at a bar;
- presenting bills to customers and accepting payments;
- cleaning glasses, utensils and bar equipments;
- planning, organizing, and controlling the operation of bar;

- preparing appetizers, such as pickles, cheese and cold meats;
- performing related tasks.

**Examples of the occupations classified here:**

**51321** *Bartender*  
**51322** *Assistant, bartender*  
**51323** *Food and beverage barmen*

**514** **HAIRDRESSERS, BEAUTICIANS AND RELATED WORKERS**

Hairdressers, beauticians and related workers cut and dress hair, shave and trim beards, give beauty treatment, apply cosmetics and make-up and give other kinds of treatment to customers in order to improve their appearance.

**5141** **HAIRDRESSERS**

Hairdressers provide beauty services such as shampooing, cutting, coloring and styling hair and massaging and treating scalp, may also apply make-up, dress wigs, perform hair removal and provide nail and skin care services.

**Tasks include:**

- cutting, washing, colouring and waving hair; and shaving or trimming beards;
- giving scalp treatment;
- fitting wigs according to customer's requirements;
- cleaning and applying creams, lotions and related products to face and other parts of body;
- giving facial and body massage;
- applying make-up to clients of a beauty parlour;
- applying make-up to actors and other performers;
- cleaning, shaping and polishing finger and toe-nails and treating minor ailments of the human foot such as corns, calluses or deformed toe-nails;
- attending to clients taking baths and administering elementary massage;
- performing related tasks;
- supervising other workers.

**Examples of the occupations classified here:**

**51411** *Hairdresser*  
**51412** *Barber*  
**51413** *Hairstylist*

**5142** **BEAUTICIANS AND RELATED WORKERS**

Beauticians and related workers gives various forms of beauty treatment to customers; examines customer's skin and suggests suitable treatment, apply cosmetics and make-up and give other kinds of treatment to individuals to improve their appearance.

**Tasks include:**

- cleaning and applying creams, lotions and related products to face and other parts of body;

- giving facial and body massage;
- applying make-up to clients;
- applying make-up to actors and other performers;
- shaping, coloring and giving other treatments to eyebrows and eyelashes;
- doing tint or dye hair, and give scalp treatment;
- cleaning, shaping and polishing finger and toe-nails and treating minor ailments of the human foot such as corns, calluses or deformed toe-nails;
- cleaning, shape and polish finger nails;
- preparing special cosmetics for individual clients;
- attending to clients taking baths and administering elementary massage;
- applying make-up to artistes, announcers and other persons appearing on stage in film or television cameras;
- taking responsibility to help make-up artists, supply all plans either within or outside studio/ location and hairdressing according to plan which has been prescribed;
- preparing necessary materials such as latex or plastic masks, wigs and beards;
- performing related tasks;
- supervising other workers.

**Examples of the occupations classified here:**

- 51421 *Beautician***
- 51422 *Mak andam***
- 51423 *Manicurist***
- 51424 *Pedicurist***
- 51425 *Aesthetician***
- 51426 *Beautician B11***

**515 BUILDING AND HOUSEKEEPING SUPERVISORS**

Building and housekeeping supervisors coordinate, schedule, and supervise the work of cleaners and other housekeeping staff in commercial, industrial and residential premises. They take responsibility for housekeeping and caretaking functions in hotels, offices, apartments, houses and private dwellings.

**5151 CLEANING AND HOUSEKEEPING SUPERVISORS IN OFFICES, HOTELS AND OTHER ESTABLISHMENTS**

Cleaning and housekeeping supervisors in offices, hotels and other establishments organize, supervise and carry out housekeeping functions in order to keep clean and tidy the interiors and fixtures of hotels, offices and other establishments, as well as of aircraft, trains, buses and similar vehicles.

**Tasks include:**

- training, discharging, organising and supervising helpers, cleaners and other housekeeping staff;
- purchasing or controlling the purchase of supplies;
- controlling storage and issue of supplies;
- supervising general welfare and conduct individuals in institutions;
- sweeping or vacuum-cleaning, washing and polishing floors, furniture and other fixtures;
- making beds, cleaning bathrooms, supplying towels, soap and related items;
- cleaning kitchens and generally helping with kitchen work, including dishwashing;
- restocking minibars and replenishing items such as drinking glasses and writing equipment;

- taking responsibility to set clothing all television programme, staff work tabulation unit clothing, deal get clothing sponsoring and ensure suitability from the aspect fashion and colour, determine clothing cleanliness in hand and operate laundry business after plan recording;
- taking responsibility to handle hostel administration, managing accommodation in a hostel, supervising kitchen and dining hall, examining raw material, food testing and supervising employee, and kitchenware and hostel;
- performing related tasks;
- supervising other workers.

**Examples of the occupations classified here:**

**51511 Supervisor, banquet/hotel & lodging**

**51512 Assistant supervisor, housekeeping**

**51513 Captain, floor**

**51514 Assistant, wardrobe**

**51515 Housekeeper, hotel**

**51516 Supervisor, wardrobe N17**

**51517 Matron, housekeeping**

**51518 Supervisor, hostel N17**

## **5152 DOMESTIC HOUSEKEEPERS**

Domestic housekeepers organize, supervise and carry out housekeeping functions in private households with or without the support of subordinate staff.

**Tasks include:**

- supervising workers employed in households as domestic staff;
- purchasing or controlling the purchase of supplies;
- controlling storage and issue of supplies;
- assisting in cases of minor injury or illness by performing tasks such as taking temperature, giving medicine, putting on bandages;
- sweeping or vacuum-cleaning, washing and polishing floors, furniture and other fixtures;
- making beds, cleaning bathrooms, supplying towels, soap and related items;
- taking care of household pets and plants, receiving visitors, answering telephones, delivering messages and shopping for groceries;
- preparing and cooking meals, setting and clearing tables and serving food and beverages;
- cleaning kitchens and generally helping with kitchen work, including dishwashing;
- performing related tasks;
- supervising other workers.

**Examples of the occupations classified here:**

**51521 Steward, floor/hotel and lodging**

**51522 Maid, linen**

**51523 Assistant, linen housekeeping**

**51524 Worker, housekeeping**

## **5153 BUILDING CARETAKERS**

Building caretakers take care of apartment, houses, hotels, offices, churches and other buildings and maintain them in a clean and in proper condition. They may supervise other workers and

contractors depending on the size and nature of the building concerned.

**Tasks include:**

- supervising the work of cleaning, housekeeping and building maintenance staff and contractors;
- participating in cleaning, simple repairs and maintenance of interiors building;
- tending furnaces and boilers to ensure provision of heat and hot water;
- regulating conduct of tenants and visitors in such matters as noise abatement or misuse of property;
- providing small services to absent tenants such as accepting deliveries on their behalf or providing requested information to callers;
- notifying management and owners of buildings of the need for major repairs;
- patrolling buildings to ensure security is maintained;
- filling out registration forms and providing tenants with copies of rules;
- performing related tasks;
- supervising other workers.

**Examples of the occupations classified here:**

- 51531** *Cleaner, building*
- 51532** *Supervisor, recreation*
- 51533** *Chief, concierge*
- 51534** *Siak/nuja*

**516**    **OTHER PERSONAL SERVICES WORKERS**

Other personal services workers perform various tasks in order to improve the appearance of individuals, provide companionship or look after the wardrobe and other personal effects of employers or provide embalming and funeral services.

**5161**    **ASTROLOGERS, FORTUNE-TELLERS AND RELATED WORKERS**

Astrologers, fortune-tellers and related workers predict future events in persons' lives by practicing astrology or related techniques and give warnings and advice on possible courses of action.

**Tasks include:**

- casting horoscopes of individuals at birth or later to recount past and forecast future events and conditions of their lives;
- determining auspicious times for various human activities such as inaugurations, marriages, journeys and other religious ceremonies;
- studying the influence of the constellation of stars and of other phenomena on a person's life and situation;
- interpreting characteristics of client's palms, samples of playing cards, etc.;
- advising individuals on precautions to be taken to avoid evil influences;
- performing related tasks.

**Examples of the occupations classified here:**

- 51611** *Astrologer*
- 51612** *Palmist*

- 51613 Fortune-teller**
- 51614 Numerologist**

#### **5162 COMPANIONS AND VALETS**

Companions and valets provide companionship and attend to various personal needs of the employer.

**Tasks include:**

- providing companionship to employer by accompanying him/her to various places, reading, conversing and participating in activities such as sports;
- assisting in entertaining visitors in employer's home;
- keeping wardrobe and personal effects of the employer in a proper conditions;
- performing related tasks.

**Examples of the occupations classified here:**

- 51621 Companion**
- 51622 Valet/ Personal maid**

#### **5163 UNDERTAKERS AND EMBALMERS**

Undertakers and embalmers perform various tasks in the funeral of dead human bodies.

**Tasks include;**

- making arrangements for, and conducting funerals, cremations and burials;
- embalming human bodies to retard or repress the process of decay;
- puncturing internal organs through abdomen to remove natural fluids and gases;
- restoring maimed or disfigured bodies to their normal appearance by affixing pieces of moulded wax, plaster-of-Paris or other materials to injured portions of body;
- making arrangements for and conducts funerals;
- interviewing family to obtain data about the deceased and other information and completes documents;
- performing related tasks.

**Examples of the occupations classified here:**

- 51631 Undertaker**
- 51632 Embalmer**
- 51633 Attendant, crematorium**

#### **5164 PET GROOMERS AND ANIMAL CARE WORKERS**

Pet groomers and animal care workers care for animals, training and performing with animals in zoo, bird and aquatic parks, they include animal caretakers and animal trainers - feed, drink, groom, bathe and exercise animals and clean, disinfect and repair their cages and also specialize in grooming or maintaining a pet's appearance.

**Tasks include:**

- caring for animals in zoo, bird and aquatic parks;
- understanding and apply techniques required to feed, handle, train & groom animals;
- cleaning and disinfect cages and surrounding areas and to shampoo, clip and groom animals;
- monitoring and documenting animal behavior and to prepare food and feed animals, fish and birds at scheduled intervals;
- assisting scientist and researches in conducting laboratory tests with a animals;
- handling and nurturing animals when assisting breeders and in training dogs to obey commands and perform specific duties in response to signals;
- playing with the animals, provide companionship and observe behavioral changes that could indicate illness or injury;
- cleaning and sanitizing equipment to prevent the spread of disease, maintain grooming equipment and maintain clear scheduled appointment, discuss the needs of animal grooming with clients and collect information on the pet's disposition and its voter groomers often are the first to notice medical problem, such as ear or skin infection that requires veterinary care;
- training and performing with animals;
- performing related tasks;

**Examples of the occupations classified here:**

- 51641** *Aide, veterinary*
- 51642** *Caretaker, animal*
- 51643** *Keeper in zoo, bird and aquatic parks*

**5165 DRIVING INSTRUCTORS**

Driving instructors is responsible for teaching a student to drive and maintaining the safety of the people in his or her vehicle. They must demonstrate proper driving techniques and keeping watch of the students' driving techniques.

**Tasks include:**

- teaching student the rules of driving;
- teaching student road safety;
- teaching student to manoeuvre the car;
- keeping student safe by operating dual controls ( e.g. brakes and mirrors);
- monitoring the student driving techniques;
- taking responsibility in teaching students;
- maintenance of car;
- performing related tasks.

**Examples of the occupations classified here:**

- 51651** *Instructor, driving*
- 51652** *Sub assistant officer, training E17*
- 51653** *Instructor, craft E11*

**5169 PERSONAL SERVICES WORKERS NOT ELSEWHERE CLASSIFIED**

Personal services workers not elsewhere classified in Minor Group 516: Other Personal Service Worker. This unit group performs miscellaneous tasks in the maintenance of law and order in the protection of property.

**Tasks include:**

- guarding industrial plants, warehouses or other properties against fire, theft or illegal entry or accompanying vehicles transporting cash or monitoring activities in swimming or boating areas and rescuing persons in danger of rehabilitation or detention centres;
- providing personal protection to individuals from assault;
- patrolling areas to detect contravention of traffic in public through performing the duties of a bodyguard;
- patrolling beaches and swimming pools to prevent accidents and to rescue bathers from drowning;
- patrolling natural reserves, game parks, forest areas and enclosures to prevent theft and killing of game;
- performing various underwater tasks, relating to salvage work or recovering dead bodies;
- taking responsibility to help in works law enforcement and prosecution, accident investigation and marine pollution and gathering information relating to enforcement of law, prosecution and investigation;
- taking responsibility to control security and rescue swimming-pool users and boat users on the lake;
- performing related tasks.

**Examples of the occupations classified here:**

- 51691** *Lifeguard*
- 51692** *Bodyguard*
- 51693** *Diver*
- 51694** *Rescue diver*
- 51695** *Coastguard*
- 51696** *Lifeguard N1*

**52**     **SALES WORKERS**

Sales workers in this major group are engaged in, or directly associated with, buying and selling goods and services of all kinds and in conducting wholesale and retail business on their own behalf or managing them on behalf of other.

**This sub-major group consists of the following minor groups:**

- 521**     **STREET AND MARKET SALESPERSONS**
- 522**     **SHOP SALESPERSON**
- 523**     **CASHIER AND TICKET CLERKS**
- 524**     **OTHER SALES WORKERS**

**521**     **STREET AND MARKET SALESPERSONS**

Street and market salespersons sell various goods at stalls which are usually placed, by license, at particular places in streets or other open spaces, or they sell fruits, vegetables and other, mostly perishable foodstuffs at markets.

**5211**    **STALL AND MARKET SALESPERSONS**

Stall and market salespersons sell various goods such as leather or textile craft products, wood carvings, embroidery, lace, or newspapers, periodicals, postcards, cigarettes, chocolates and ice creams, at stalls usually grouped at particular places in streets or other open spaces by permission of the relevant local authorities, or they sell fruits, vegetables and other, mostly perishable foodstuffs at markets.

**Tasks include:**

- obtaining from the local authorities permission to set up a stand at a particular place in street or other open spaces;
- buying or contracting a regular supply of various goods to be sold such as a leather or textile craft products, wood carvings, embroidery or lace, displaying them on stands and selling them;
- buying or contracting a regular supply of newspapers, periodicals, postcards, cigarettes, chocolates, ice-creams and selling them at kiosks;
- buying from wholesale markets, or directly from farmers', fresh fruits and vegetables or other, mostly perishable foodstuffs and selling them at markets;
- displaying or demonstrating products and explaining qualities of products to customers;
- receiving payment and keeping accounts;
- wrapping or packing goods sold and reporting or resolving customer complaints;
- obtaining reusable materials from industrial, commercial and private establishments for resale;
- performing related tasks.

**Examples of the occupations classified here:**

- 52111** *Salesperson, street stall*
- 52112** *Salesperson, market*
- 52113** *Salesperson, kiosk*
- 52114** *Assistant, counter sales/promoter*
- 52115** *Florist*

**5212 STREET FOOD SALESPERSONS**

Street food salespersons sell various goods at stalls which are usually placed, by license, at particular places in streets or other open spaces, or they sell fruits, vegetables and other, mostly perishable foodstuffs at markets.

**Tasks include:**

- obtaining from the local authorities permission to set up a stand at a particular place in streets or other open spaces;
- loading and unloading goods for sale;
- selling various goods like fruits, vegetables and other, mostly perishable foodstuffs at markets;
- performing related tasks.

**Examples of the occupations classified here:**

- 52121** *Hawker (prepared food and drinks)*
- 52122** *Vendor, street/food*

**522 SHOP SALESPERSONS**

Shop salespersons sell various goods in wholesale establishments to retailers and large-scale consumers or to customers in retail establishments.

## **5221 SHOP KEEPERS**

Shop keepers own and manage a shop and selling goods and services usually grouped at particular places in streets or other open spaces.

### **Tasks include:**

- loading and unloading goods for sale;
- receiving payment and keeping accounts;
- stacking and displaying items for sales;
- advising customers on the selection, price, delivery, use and care of goods and services;
- writing bill, invoice, docket or receipt;
- checking stock and participating in stock takes;
- performing related tasks;
- supervising other workers.

### **Examples of the occupations classified here:**

**52211 Shop keeper**

## **5222 SHOP SUPERVISORS**

Shop supervisors supervise workers engaged in selling activities in wholesale and retail establishments or sales departments or other establishments.

### **Tasks include:**

- estimating the types, qualities and quantities of goods required by their customers and ensuring adequate stocks;
- supervising traveling sales and other sales staff;
- ensuring that credit and security procedures are observed;
- planning, organizing and developing various types of insurance business;
- supervising workers in a wholesale trade establishment engaged in buying goods for resale and selling them to retailers and to industrial, commercial and other large consumers;
- estimating needs of business, purchase or authorizes the purchases of goods of the types, qualities and quantities required, usually under the general direction of the proprietor or manager;
- supervising and instructs sales and other staff or sales department in their day-to-day work;
- ensuring that credit and other sales policies of the undertaking are observed;
- contacting business or private individuals by telephone to solicit sales for good or services;
- checking stock and participating in stock takes;
- performing related tasks;
- supervising other workers.

### **Examples of the occupations classified here:**

**52221 Supervisor, sales**

### **5223 SHOP SALES ASSISTANTS**

Shop sales assistants sell goods or product in wholesale establishments to retailers and large-scale consumers or to customers in retail establishments and explain functions and qualities of the product.

#### **Tasks include:**

- moving goods to be sold from storage area to sales area and placing them on display;
- explain functions and qualities of the product;
- ascertaining nature and quality of the product desired by the customer;
- assisting customers in making a choice;
- quoting prices, credit terms and discounts;
- packing and arranging delivery of goods, if necessary;
- writing bill, invoice, docket or receipt;
- varying cashier's receipt, if necessary;
- giving demonstrations of articles on sale in order to inform customers about their characteristics and mode of use, as well as to stimulate buying interest;
- performing related tasks.

#### **Examples of the occupations classified here:**

**52231** *Assistant, sales*

**52232** *Retailer*

**52233** *Sales associate*

**52234** *Salesman, car*

### **523 CASHIERS AND TICKET CLERKS**

Cashiers and ticket clerks deal directly with clients in connection with receiving, changing and paying out money in stores, theatres or cinemas, banks, post offices and other establishment such as stores and ticket offices or similar establishments.

### **5230 CASHIERS AND TICKET CLERKS**

Cashiers and ticket clerks receive directly from clients payments for goods or services in establishments such as stores and ticket offices or similar establishments.

#### **Tasks include:**

- establishing or identifying price of goods, services or admission and tabulating bill using calculator, cash register or optical price scanner;
- receiving and verifying cash, cheque or credit-card payments in stores, ticket offices or similar establishments;
- giving change and issuing receipts;
- issuing tickets at ticket counter and taking corresponding payments;
- paying out cash against written orders, credit notes, or resulting from currency exchanges and obtaining receipts;
- keeping records and reconciling them with cash balance;
- receiving income cash and checking it against sales slips and other documents;
- operating cash register;
- wrapping or place merchandise in bags;
- performing related tasks.

**Examples of the occupations classified here:**

- 52301** *Cashier*
- 52302** *Cashier, box office*
- 52303** *Cashier, store*
- 52304** *Cashier, theatre*
- 52305** *Cashier, food and beverage*
- 52306** *Cashier, booking-office*
- 52307** *Clerk, ticket issuing (except travel)*

**524** **OTHER SALES WORKERS**

Other sales workers provide fashion and models, sales demonstrators, door to door salespersons, contact centre salespersons, service station attendants, food service counter attendants and sales workers not elsewhere classified.

**5241** **FASHION AND OTHER MODELS**

Fashion and other models wear and display clothing and other items for sale or pose as models for advertising or for artistic creation.

**Tasks include:**

- dressing in sample apparel of new or current styles or of type wanted by customer;
- demonstrating style and other characteristics to best advantage;
- posing as model for artistic photography, sculpture or painting;
- posing as model for still photographs or films and video action photography in the field of advertising;
- performing related tasks;
- supervising other workers.

**Examples of the occupations classified here:**

- 52411** *Model, fashion*
- 52412** *Model, advertising*
- 52413** *Model, artist*

**5242** **SALES DEMONSTRATORS**

Sales demonstrators demonstrate and sell goods in wholesale establishments to retailers and large-scale consumers or to customers in retail establishments.

**Tasks include:**

- stacking and displaying items for sales;
- advising customers on the selection, price, delivery, use and care of goods and services;
- giving demonstrations of articles on sale in order to inform customers about their characteristics and mode of use, as well as to stimulate buying interest;
- contacting business or private individuals by telephone to solicit sales for good or services;
- endeavoring to stimulate buying interest in a product by explaining its merit and demonstrating its uses;

- performing related tasks;
- supervising other workers.

**Examples of the occupations classified here:**

**52421 Demonstrator**

**52422 Telemarketer**

**52423 Rollerboy**

**5243 DOOR TO DOOR SALESPERSONS**

Door to door salespersons refer to knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems, for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**Tasks include:**

- contacting customers by phone, mail or in person to offer or persuade them to purchase merchandise or services;
- setting up and displays sample merchandise at parties or stands;
- explaining products or services and price and demonstrates use of products;
- delivering merchandise, serve customers, collects money and make change;
- circulating among potential customers or travels by foot, truck, automobile to deliver or sell merchandise or services;
- distributing product samples or brochures that details product or services;
- ordering or purchases supplies and stocks cart or stand;
- writing orders for merchandise or enters order into computer;
- arranging buying party and solicits sponsorship of parties to sell merchandise;
- explaining products or services and prices and demonstrates use of products;
- performing related tasks.

**Examples of the occupations classified here:**

**52431 Salesman/salesgirl, marketing**

**52432 Salesman/salesgirl, traveling**

**5244 CONTACT CENTRE SALESPERSONS**

Contact centre salespersons answer inbound calls as assist customers who have specific inquiries.

**Tasks include:**

- answering inbound calls as well as assist customers who have specific inquiries;
- building customer's interest in the services and products offered by the company;
- updating the existing databases with changes and the status of each customer/prospective customer ;
- arranging for the dispatch of products, information packages, brochures etc. to clients and other interested parties;
- following up the calls of the client with clerical duties which includes faxing, filling up paperwork, doing checks on credit references as well as liaising with other departments;
- taking ability to comprehend, capture as well as interpret basic customer information;

- soliciting feedback to improve service, respond to requests for service/assistance;
- taking ability to adapt to change, meet the changing demands of the work environment, any delays or other unexpected demands;
- analyzing the various parts of a problem properly and develop logical solutions;
- taking ability to work well as part of a team- to exhibit objectivity and be open-minded towards the ideas and views of others, give as well as welcome feedback, contribute to building team spirit, aide others to succeed;
- performing related tasks.

#### **5245 SERVICE STATION AND PUMP ATTENDANTS**

Service station and pump attendants service automobiles, buses, trucks, boats and other automotive or marine vehicles with fuel, lubricants, and accessories. May lubricate vehicle, change motor oil, install antifreeze or replace lights or other accessories, such as windshield wiper blades of fan belts. May repair or replace tires.

##### **Tasks include:**

- checking air pressure in vehicle tires, and levels of fuel, motor oil, transmission, radiator, battery, and other fluids, and add air, oil, water or other fluids as required;
- collect cash from customer, make change or change merchandise to customers credit card and gives them receipt;
- activating fuel pumps and fill fuel tanks of vehicles with gasoline or diesel fuel to specified levels;
- ordering stock, gives price and arrange incoming goods in shelve;
- preparing daily reports of fuel, oil and accessory sales;
- selling and install accessories, such as batteries, windshield wiper blades, fan belts, bulbs and headings;
- maintaining customer records and follow periodically with telephone, mail or personal reminders or service due;
- performing minor repairs such as adjusting brakes, replacing spark plugs, and changing engine oil and filters;
- providing customers with information about local roads and highways rotate, test and repair or replace tires;
- checking stock and participating in stock takes;
- performing related tasks;
- supervising other workers.

##### **Examples of the occupations classified here:**

**52451 Attendant, petrol pump**

**52452 Attendant, service station**

#### **5246 FOOD SERVICE COUNTER ATTENDANTS**

Food service counter attendants prepare heats and finishes simple food items. These simple food items are served to customers at food customers.

##### **Tasks include:**

- acquiring knowledge of menu items and food preparation techniques and to take customers orders;
- doing simple arithmetic, may receive payment for food items;
- giving information and taking customers order;
- serving food to customers at counters;

- portioning and wrap food or place it directly on plates for service to patrons and package takeout food;
- performing related tasks.

#### **5249 SALES WORKERS NOT ELSEWHERE CLASSIFIED**

Sales workers not elsewhere classified perform various selling tasks not performed by those elsewhere classified. Their functions include, lending money to customers upon pledge or bonds; lending money on interest to individuals or companies with or without collateral or gives particulars of the service provided.

##### **Tasks include:**

- stacking and displaying items for sales;
- advising customers on the selection, price, delivery, use and care of goods and services;
- writing bill, invoice, docket or receipt;
- giving demonstrations of articles on sale in order to inform customers about their characteristics and mode of use, as well as to stimulate buying interest;
- contacting business or private individuals by telephone to solicit sales for good or services;
- checking stock and participating in stock takes;
- performing related tasks;
- supervising other workers.

#### **53 EDUCATION AND SOCIAL SERVICES WORKERS**

Education and social services workers provide child care workers and teachers' aide, personal care workers in health services, home-based personal care workers and personal care workers in health services not elsewhere classified.

**This sub-major group consists of the following minor groups:**

- 531 CHILD CARE WORKERS AND TEACHERS AIDE**
- 532 PERSONAL CARE WORKERS IN HEALTH SERVICES**

#### **531 CHILD CARE WORKERS AND TEACHERS AIDE**

Child care workers and teachers aide take care of employers' children and oversee their daily activities, or engage in helping teachers to look after schoolchildren.

#### **5311 CHILD CARE WORKERS**

Child care workers take care of children and oversee their daily activities, or engage in helping teachers to look after schoolchildren.

##### **Tasks include:**

- assisting children to bath, dress and feed themselves;
- attending to various personal needs and in general providing personal care for persons in need of such care at their own homes because of physical or mental illness or disability or because of impairment due to old age;
- taking children to and from school or outdoors for recreation;

- taking care of employers children and overseeing their daily activities looking after school children;
- playing games with children, or entertaining children by reading or story- telling;
- looking after welfare and safety of children in the absence of parents;
- maintaining order in children's bed-rooms and playrooms;
- taking care of school children on excursions, museum visits and similar outing;
- performing related tasks;
- supervising other workers.

**Examples of the occupations classified here:**

- 53111 Worker, child care**
- 53112 Junior assistant, nursery school**
- 53113 Attendant, nursery school**
- 53114 Worker, nursery**
- 53115 Nanny**
- 53116 Masseur (non-medical)**

**5312 TEACHERS AIDE**

Teachers aide help teachers in administrative and teaching in administrative and teaching work. Supervise students in different age groups and with special needs. May listen as students read or help them find information for a report. Supervise students who are working on projects and provide extra attention to students who having trouble in school.

**Tasks include:**

- assisting in the preparation of lessons plans and presentation of academic subjects as directed;
- administering, monitors, score tests and records grades;
- operating audio/visual equipment, computers and other teachings aides;
- observing and monitors student activities in a classroom setting;
- assisting the teacher in maintaining order and discipline in the classroom;
- checking attendants, arranges seating and ascertains whereabouts of absent students;
- making recommendations to teacher regarding students progress and goals;
- maintaining record, files and progress reports on students;
- performing related tasks;
- supervising other workers.

**Examples of the occupations classified here:**

- 53120 Teachers aide**

**532 PERSONAL CARE WORKERS IN MEDICAL CENTRES**

Personal care workers in medical centres provide routine, personal healthcare such as bathing, dressing, or grooming, to elderly, convalescent, or disabled persons in the home of patients or in a residential care facility.

**5321 HEALTH CARE ASSISTANTS**

Health care assistants help the individual in obtaining health care as members the health care team under the direction of a health care professional. It may refer to nurse aides, orderlies, male attendants or personal care assistant. The assistant provides personal care such as bathing,

feeding and dressing. The assistant also performs support functions such as taking vital signs, making beds, transporting patients, assisting patients with activities of daily living. The assistant may work in a variety of settings including, but not limited to, nursing homes or long term care, personal care facilities, hospitals, home health agencies and private homes.

**Tasks include:**

- washing and dressing;
- feeding;
- helping patients to mobilize;
- helping patients to go to the toilet;
- tidying up bed;
- assisting with patients overall comfort;
- monitoring patients conditions by taking temperatures, pulse, respirations and weight;
- performing related tasks.

**Examples of the occupations classified here:**

- 53211** *Aide, nursing/home*
- 53212** *Aide, dental surgery U17*
- 53213** *Aide, pharmacy*
- 53214** *Aide, hospital*
- 53215** *Worker, hospital*
- 53216** *Aide, public health U11*
- 53217** *Assistant, nurse U11*
- 53218** *Attendant, health U3*

**5322 HOME-BASED PERSONAL CARE WORKERS**

Home-based personal care workers aim to make it possible for people to remain at home rather than use institutional-based nursing care in a long term period. Home care providers render services in the client's own home. These services may include some combination of professional health care services and life assistance services.

**Tasks include:**

- helping with daily tasks such as meal preparation, medication reminders, laundry, light housekeeping, delivering and collecting groceries, shopping, arranging for transportation and accompany customers;
- bathing, dressing, transferring patients, helping them to use the toilet room, eating and walking that reflect the patient's capacity for self-care;
- lighting housework, preparing meals, taking medications, shopping for groceries or clothes, using the telephone and managing money that enables the patient to live independently in the community;
- assisting elderly or disabled with daily living activities at the person's home or in a daytime non-residential centres;
- advising families, the elderly and disabled on such things as nutrition, cleanliness and household utilities;
- performing health-care related tasks, such as monitoring vital signs and medication, under the direction of registered nurses and physiotherapists;
- caring for individuals and families during periods of incapacitation, family disruption or convalescence, providing companionship, providing personal care and help individual in adjusting to new lifestyles;
- performing related tasks.

**Examples of the occupations classified here:**

**53221 Attendant, bath**

**5329 PERSONAL CARE WORKERS IN MEDICAL SERVICES CENTRE NOT ELSEWHERE CLASSIFIED**

This unit group covers personal care workers in medical services centre not elsewhere classified in Minor Group 532: Personal Care Workers in Medical Care Services Centre.

**Tasks include:**

- performing related tasks;
- supervising other workers.

**Examples of the occupations classified here:**

**53291 Personal care workers in medical services centre not elsewhere classified**

**54 PROTECTIVE SERVICES WORKERS**

Protective services workers provide protective services workers related to fire-fighters, police officers, prison guards, security guards and protective services not elsewhere classified.

**This sub-major group consists of the following minor groups:**

**541 PROTECTIVE SERVICES WORKERS**

Protective services workers protect individuals and property against fire and other hazards, maintain law and order and enforce laws and regulations.

**5411 FIRE-FIGHTERS**

Fire-fighters prevent and try to extinguish fires, rescue persons and salvage property and goods during and after fires and major accidents.

**Tasks include:**

- preventing and extinguishing fires;
- fighting special types of fires and using special equipment in industrial establishments;
- preventing and extinguishing fires in crashed or damaged aircraft and rescuing crew and passengers;
- rescuing persons and salvaging property and goods during and after fires and major accidents;
- preventing or limiting the spread of dangerous substances in case of fires or accidents;
- fighting fires as a member of a public fire fighting force;
- connecting hose and directs jets of water or chemicals on fire, or uses portable fire-extinguisher in places not accessible by hose;
- directing fire fighting and rescue operations, and trains fighting personnel;
- directing rescue operations to rescue trapped people, animals, property and renders first aide to the injured victims;
- investigating causes of fire and submits report to superiors;

- preventing or extinguishes fires during the breakdown or accident of an aircraft and rescues crew and passengers;
- spraying the chemical foam to reduce danger of explosion caused by blows to the troubled aircraft to make emergency landings;
- taking responsibility as a supervisor in fire fighting operations, hall guard officer and managing-daily administration of the station;
- performing related tasks;
- supervising other workers.

**Examples of the occupations classified here:**

**54111 Fireman (fire brigade)**

**54112 Fire-fighter (air port)**

**54113 Officer, fireman KB17**

**54114 Fire watch**

**5412 POLICE OFFICERS**

Police officers maintain law and order and enforce laws and regulations.

**Tasks include:**

- maintaining law and order;
- protecting persons and property from hazards and unlawful acts;
- discovering facts concerned with the prevention and solution of crimes and arresting violators of the law;
- arresting persons for contraventions of the law;
- directing traffic and assuming authority in the event of accidents;
- maintaining law and order, protects persons and property from hazards and unlawful acts;
- taking responsibility to issue summons to offenders of traffics regulations, assuming authority in case of accident;
- rendering first aide and making necessary investigations, maintaining order during fires, inspecting licensed places of public assembly, and providing general information;
- keeping records, making reports of activities and giving evidence in courts;
- performing related tasks;
- supervising other workers.

**Examples of the occupations classified here:**

**54121 Constable, police Y14**

**54122 Officer, police**

**54123 Patrolman, police**

**54124 Warden, traffic**

**54125 Junior police officer and constable YY1- YY10**

**54126 Junior police officer and support constable YT1- 10**

**54127 Junior police officer and aborigines constable YP1- 10**

**54128 Sub assistant, Kesatria S17**

**5413 PRISON GUARDS**

Prison guards watch over and maintain discipline among inmates of prisons, reformatories or penitentiaries.

**Tasks include:**

- searching arriving prisoners, putting their valuables in safekeeping, escorting prisoners and locking them in prison cells;
- making periodic inspection tours from time to time at prison cells;
- supervising prisoners at work, meals, or during walks and patrolling prison areas to prevent prison breaking by prisoners;
- directing traffic and assuming authority if emergency occurred;
- taking responsibility to control prisoner in safety aspect involving physical and affairs management of prisoner including treatment duties in the hospital and attend trial in court;
- performing related tasks;
- supervising other workers.

**Examples of the occupations classified here:**

**54131** *Guard, prison*

**54132** *Warden, prison*

**54133** *Officer, prison KX11*

**5414 SECURITY GUARDS**

Security guards guard industrial plant, warehouses, houses and other properties against fire, theft or illegal entry or accompanying vehicles transporting cash or valuables to protect against theft or robbery.

**Tasks include:**

- admitting employees and authorized persons and refusing entrance to unauthorized persons;
- issuing temporary passes to authorized visitors going in after recording pertinent particulars and collecting them on their return;
- keeping particulars of vehicles entering or leaving plant or premises;
- checking vehicles leaving premises to prevent unauthorized removal of goods;
- patrolling in and around premises for unauthorized entry;
- watching for irregularities such as fire hazards, malfunctions of machinery or equipment, lights left on, leaking water pipes and unlocked security doors;
- monitoring alarms and contacting supervisors, fire brigades or police by radio or phone if security is breached;
- accompanying or riding in vehicles transporting cash, payroll or valuables to protect against theft or robbery;
- performing security checks of passengers and luggage at airports;
- ushering people into courtrooms and similar establishments;
- taking responsibility to supervise and coordinate Security Guard KP11 Grade and KP14, determine control travel at all the main gateways and every building entrance complied and direct security guards supervise visitors enter complex;
- taking responsibility to make patrol in and outside building, register and to issue security pass to visitor or employee and report all collision regulation safety to the controller senior security (KP17);
- performing related tasks;
- supervising other workers.

**Examples of the occupations classified here:**

**54141** *Guard, departmental store/industrial*

**54142** *Sub assistant, security KP17*

- 54143** *Sergeant major, security*
- 54144** *Security guard KP11*
- 54145** *Guard*
- 54146** *Guard, office*
- 54147** *Concierge*

#### **5415 IMMIGRATION/CUSTOM OFFICERS AND ASSISTANT**

Immigration or custom officers and assistant, responsible for examining and assessing the admissibility of all passengers entering at seaports and airports. Examining documentation, gathering intelligence and where necessary, using legal powers to detain or remove illegal entrants, to protect society by combating the importation of dangerous or illegal goods such as firearms, drugs and obscene items. Involved in preventive work-targeting and searching vehicles, freight and documentation.

#### **Tasks include:**

- selecting and targeting individual vehicle based on risk, intelligence, previous offences, previous shipping information, computer records and current trends;
- searching individuals, vehicles and cargo for smuggled goods;
- examining documentation relating to imported freight;
- examining freight to check that goods carried tally with documented description;
- arresting individuals suspected of smuggling;
- providing guidance and policy to meet departmental needs;
- reviewing areas of guidance, re-writing and improving them to incorporate news, views and legislation;
- accurately recalling facts and details of procedures and guidelines, quoting or referring people to specific sections of law or internal guidance corresponding to a variety of queries on a daily basis, often to do with poor performance or matters or probations or legislation, advising on the correct procedures to follow and the issue and risks connected to certain courses of action;
- liaising with people across the business to collect views on how policy and guidance could be improved or amended;
- working in a complementary way with customers and with colleagues in different teams and in areas all over the country;
- taking responsibility to lead civil defence office responsible district to on administrative duties / finance, team management and disaster operations in that district;
- taking responsibility to help and enforce the law, help operation duties in business premises, examination to on the premises wholesale business, retail, aiding in smuggling operation duties, wholesale licence application and retail, investigate cases and take action under the law enforcement, processing permit applications for rice transfer, collecting information on controlled goods, processing of applications for import license, rice by-products such as rice flour, glutinous rice flour, noodles and other and provide information relating to import and export of stated goods;
- performing related tasks;
- supervising, scheduling and monitoring other workers.

#### **Examples of the occupations classified here:**

- 54151** *Officer, immigration KP17*
- 54152** *Sub assistant superintendent, custom W17*
- 54153** *Sub assistant, civil defence KP17*
- 54154** *Sub assistant, enforcer N17*

### **5419 PROTECTIVE SERVICES WORKERS NOT ELSEWHERE CLASSIFIED**

This unit group covers protective services workers not classified elsewhere in Minor Group 514: Protective Service and Related Workers. For instance, here should be classified those who act as bodyguards, lifeguards or game wardens.

#### **Tasks include:**

- performing the duties of a bodyguard;
- patrolling beaches and swimming pools to prevent accidents and to rescue bathers from drowning;
- patrolling natural reserves, game parks, forest areas and enclosures to prevent theft and killing of game;
- performing various underwater tasks, connected with salvage work or recovering dead bodies;
- taking responsibility to lead staff to carry out patrol, ambush and search follow Wildlife Protection Act No. 76/72, preparing the charge sheet, leading control task to on disruption wildlife, regulate supervise store and help chief department to carry out administrative duties;
- taking responsibility for recovery and caring the park, supervise the employees to makes fieldwork, and patrolling the boundary of park;
- taking responsibility to help, accept, get and gather information, to investigate, investigate and aiding in cases prosecution contact with activity corruption, deviation and abuses of power to under the act bribery prevention and laws set. Aiding in perform the duties prevention as give talk and others;
- performing related tasks;
- supervising other workers.

#### **Examples of the occupations classified here:**

- 54191** *Game ranger*
- 54192** *Warden, wild life*
- 54193** *Sub assistant, park/estate G17*
- 54194** *Detective, hotel*
- 54195** *Sub assistant, investigation KR17*
- 54196** *Investigator, industrial*
- 54197** *Rehabilitation workers N1*
- 54198** *Sub assistant, wildlife G17*