

Professional Training Designed for Success



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**Course Fee \$2200 - Funding options may apply.
Contact us for more information and eligibility check.**

Course Description

This qualification reflects the role of individuals who have a range of well-developed hospitality service, sales or operational skills and sound knowledge of industry operations. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, food and beverage and gaming.

Total Number of Units - 15

7 core units and 8 elective units

7 Core Units

BSBWOR203 Work effectively with others
SITHIND002 Source and use information on the hospitality industry
*SITHIND004 Work effectively in hospitality service
SITXCCS006 Provide service to customers
SITXCOM002 Show social and cultural sensitivity
SITXHRM001 Coach others in job skills
SITXWHS001 Participate in safe work practices

8 Elective Units

SITXFSA001 Use hygienic practices for food safety
SITHGAM001 Provide responsible gambling services
SIRXPDK001 Advise on products and services
SIRXSLS001 Sell to the retail customer
SITHFAB001 Clean and tidy bar areas (Note pre-requisite SITXFSA001)
SITHFAB002 Provide responsible service of alcohol
BSBCMM201 Communicate in the workplace
BSBSUS201 Participate in environmentally sustainable work practices
*SITHFAB005 Prepare and serve espresso coffee (Note pre-requisite SITXFSA001)
*(Optional Unit: Can be substituted for BSBSUS201 provided required skills can be assessed)

Possible job titles include:

- Espresso coffee machine operator
- Food and beverage attendant
- Front desk receptionist
- Front office assistant
- Function attendant
- Function host
- Gaming attendant
- Guest service agent
- Housekeeper
- Restaurant host
- Senior bar attendant
- Waiter

Mode of Delivery

Face to face, correspondence

Entry Requirements

No entry requirements

*Learners must complete 36 shifts (a shift is defined as a complete service period) of industry work placement to gain their qualification

Industry Work Placement will be provided to learners