



Hospitality

**Certificate II in Hospitality
(SIT20207)**

**Nationally accredited training
From The Australian Salesmasters**



Version 1, 22/01/2009

About

The Australian Salesmasters Training Company

Since 1985, The Australian Salesmasters has been coaching and counselling both individuals and companies in the field of improvement.

More recently, as a Registered Training Organisation (RTO # 6854) we have assisted a multitude of small, medium and large businesses grow with their Government Funded Training Programs.

Currently delivering programs in all States of Australia, The Australian Salesmasters motto of "don't blame them...TRAIN THEM" has been adopted by many of the nation's most progressive companies.

THE QUALIFICATION

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic operational knowledge and limited practical skills in a defined context. Work would be undertaken in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops. Individuals may work with some autonomy or in a team but usually under close supervision.

Why use Australian Salesmasters?

It is an undisputed fact that people enjoy their work better and are more efficient and productive when they are well skilled in what it is that they need to do.

The Australian Salesmasters has been delivering learning and development programs both nationally and internationally since 1985. More recently, as a Registered Training Organisation, RTO # 6854, we have been focused on delivering how to strategies and tactics in workplace training, productivity, performance and leadership effectiveness solutions. All these solutions are based on nationally agreed industry standards and are personalised depending on the clients needs.

We are keen to assist you and your people achieve their full potential and better align individual goals and competencies with organisational objectives. The results are measurable and lead to sustained improvements in your organisation.

All our trainers are Government accredited and have vast practical and theoretical knowledge on the programs they facilitate. All programs are experiential and a variety of training mediums are used.

At the Australian Salesmasters, you'll partner with a company that has been at the cutting edge of employee learning and development for over 20 years.

Program Objectives

Programs are designed to build and sharpen critical skills and knowledge required to positively impact on the outcomes of your business.

Some of the outcomes are:

- measurable improvement against key organisational performance measures
- increased motivation through the use of real, action-based projects within the workplace
- a safer, more productive workplace
- development of a team-based culture
- introduction of continuous improvement tools within existing systems
- development of a sustainable learning environment.

Customer satisfaction is the primary aim for Australian Salesmasters ensuring that the courses:

- are completed on-the-job in an agreed timeframe and format
- minimise disruption through classroom training as required
- recognise prior learning and experience
- focus upon what needs to be learned
- are contextualised to meet business needs
- available via the internet (selected modules)

Course Description

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Job Roles

Individuals with this qualification are able to perform roles such as:

- Undertaking mise en place prior to service
- Serving food and beverage to tables
- Preparing and serving drinks at a bar
- Selling beverages in a retail liquor outlet
- Attending gaming machines
- Providing housekeeping services
- Providing reception or front desk services
- Providing assistance in a catering operation.

Possible job titles include:

- Bar attendant
- Bottle shop attendant
- Catering assistant
- Food and beverage attendant
- Housekeeping attendant
- Porter
- Receptionist or front office assistant
- Gaming attendant.

Pathways

By successfully completing the Certificate II in Hospitality candidates are eligible for selection into the Certificate III in Hospitality.

Entry Requirements

There are no formal entry requirements although it is expected that candidates will have substantial work experience.

The minimum age of enrolment for this course is 18 years of age.

Induction and Enrolment

A representative of The Australian Salesmasters will meet with you at an agreed time to induct you into this course.

You may complete the enrolment documentation immediately following your induction or at another time specifically set aside for enrolment.

Skills Recognition/Prior Learning

Previous learning undertaken at another learning organisation may entitle a candidate to entry into the program with some credit/s.

Alternatively, if a candidate can provide evidence that shows that they have the required skills and knowledge they may be able to have that learning recognised without having to complete all of the training offered by Australian Salesmasters and the employer.

Further details are available in the Australian Salesmasters Candidate Handbook.

Delivery Method

Delivery will comprise supervised on-the-job training plus structured classroom training experiences.

Distance learning via the internet is also available in selected modules.

Assessment Method

Assessment will be undertaken in accordance with the relevant applicable legislation.

A variety of assessment methods may be used including:

- Classroom assessment activities
- Project-work
- Simulation
- Demonstration
- Oral and written activities via the classroom
- Written activities via the internet

Policies and Procedures

The policies and procedures applicable to this course are set out in the Australian Salesmasters Candidate Handbook.

A copy of the handbook will be given to you at your enrolment. Please discuss any questions you may have in relation to these policies and procedures with your trainer or supervisor.

Course Duration

This course will be delivered and assessed in the workplace for up to 12 months.

Course Structure

SIT20207 Certificate II in Hospitality
12 units are required for this qualification comprising:

6 core units

SITHIND001A	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001A	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
SITHIND002A	Apply hospitality skills in the workplace

6 elective units

SITXCCS002A	Provide quality customer service
SITXFIN001A	Process financial transactions
SITXADM001A	Perform office procedures
SITHFAB004A	Provide food and beverage service
SITHFAB003A	Serve food and beverage to customers
SITHFAB010A	Prepare and serve non-alcoholic beverages

Qualifications

As part of the Australian Qualifications Framework this program is nationally recognised. On successful completion candidates will be awarded the Certificate II in Hospitality (SIT20207).

Further Information

For further information regarding this course contact Australian Salesmasters Training Company :

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