



- FACT SHEET -

SIT 20207 Certificate II in Hospitality

Course Includes:

- Training by Government accredited, highly qualified trainers
- All module assessments
- E-book monthly on topic to assist your career
- Set of 12 CD's to assist you in course/career delivered during program
- Flexibility of delivery mode
- Comprehensive workbooks with additional information to assist you in your studies

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.

Content

The course is nationally accredited and recognised. It consists of a set of competencies that high performing hospitality workers should possess. These competencies relate to the areas of:

- Hospitality industry knowledge
- Team effectiveness
- Personal effectiveness
- Continuous improvement
- Customer service
- Developing work priorities
- Effective workplace relationships
- Workplace safety.

Purpose

The purpose of the training program is to develop the skills and knowledge of hospitality industry workers.

Program Benefits

- Improved productivity
- Increased innovation
- Development of hospitality competencies
- Increased awareness of continuous improvement and customer service
- Improved facilitation of teams and individuals

Units/Modules covered

- 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
- SITXCCS002A Provide quality customer service
- SITXFIN001A Process financial transactions
- SITXADM001A Perform office procedures
- SITHFAB004A Provide food and beverage to customers
- SITHFAB010A Prepare and serve non-alcoholic beverages
- SITXCCS001A Provide visitor information

Prerequisites

Participants must be over 18 years old.

Delivery Methods

This course is able to be completed via face to face learning or at your own pace via distance learning. Study wherever, whenever you want.

Assessment

Assessment is comprised of written tasks, practical demonstrations and 3rd party observations. Candidates will be given assessment tasks to complete during the course.

Recognition of Prior Learning (RPL) and Mutual Recognition

Recognition of Prior Learning is given as well as recognition of competencies gained through other formal study.



The Australian Salesmasters Training Company

Suite 317
30-40 Harcourt Pde
ROSEBERY NSW 2018
AUSTRALIA

Phone: (02) 9700 9333
Email:
kathy@thesalesmasters.com
www.thesalesmasters.com

The training you need to excel in the Hospitality Industry.

