



- FACT SHEET -

SIT 30707 Certificate III 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 skilled operations with the need to apply discretion and judgement. Work would be undertaken in various hospitality setting, such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. Individuals may have some responsibility for others and provide technical advice and support a team.

Content

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

- 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
- SITXCCS002A Provide quality customer service
- SITXCOM001A Work with colleagues and customers
- SITXCOM002A Work in a socially diverse environment
- SITXHRM001A Coach others in job skills
- SITXOHS001A Follow health, safety and security procedures
- SITXOHS002A Follow workplace hygiene procedures
- SITHIND003A Provide and coordinate hospitality 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

- SITXCOM004A Communicate on the telephone
- SITHFAB011A Develop and update food and beverage knowledge
- SITXADM002A Source and present 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.



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The training you need to excel in the Hospitality Industry.

