

SIT30616 Certificate III in Hospitality







About this course








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.

Our expert trainers will work with you to:

-  Set sales goals and targets
-  Gain sound industry knowledge
-  Use discretion and judgement to guide work activities
-  Brainstorm team strategies for improved customer service

Overview

-  **Where:** In the workplace or appropriate venue in Victoria as discussed at enrolment
-  **Duration:** 12 months through 2-hour training sessions and 2 catch up sessions
-  **Entry Requirements:** No Entry Requirements for this qualification
-  **Intake:** Ongoing
-  **Fees:** www.wts.edu.au
-  **Possible Job Outcomes:** Espresso coffee machine operator, food and beverage attendant, front desk receptionist, function attendant, function host, gaming attendant, guest service agent, housekeeper, restaurant host, senior bar attendant, waiter.
-  **Pathway**
 -  SIT30616 Certificate IV in Hospitality
 -  SIR50116 Diploma of Retail Leadership **OR**
 -  SIR50217 Diploma of Visual Merchandising **OR** SIR50317 Diploma of Retail Merchandise Management

	Unit of Competency to be addressed	Brief Outline of Session Content
1		Program Induction & Commencement
2	SITXCCS006 Provide service to customers (C)	<ul style="list-style-type: none"> Communicate with internal and external customers Deliver service according to defined standards Provide service to customers Respond to customer complaints Provide internal feedback on customer service practices
	BSBWOR203 Work effectively with others (C)	<ul style="list-style-type: none"> Develop effective workplace relationships Contribute to workgroup activities Deal effectively with issues, problems and conflict
3	SITXFSA001 Use hygienic practices for food safety (E)	<ul style="list-style-type: none"> Follow hygiene procedures and identify food hazards Report any personal health issues Prevent food contamination Prevent cross contamination by washing hands
	SITXWHS001 Participate in safe work practices (C)	<ul style="list-style-type: none"> Work safely Follow procedures for emergency situations Participate in organisational WHS practices
4	SITHIND004 Work effectively in hospitality service (C)	<ul style="list-style-type: none"> Prepare for service Provide service Complete operational tasks Complete end of shift duties
	SITHFAB005 Prepare and serve espresso Coffee (E) *	<ul style="list-style-type: none"> Organise coffee workstation Select and grind coffee beans Advise customers on espresso coffee beverages Extract and monitor quality of espresso Texture milk Serve espresso coffee beverages Clean espresso equipment
	SITHFAB019 Plan and monitor espresso coffee service (E)	<ul style="list-style-type: none"> Plan coffee beverage service Provide specialist advice on espresso coffee beverages Monitor quality of coffee beverages Monitor and maintain equipment
	SITXHRM001 Coach others in job skills (C)	<ul style="list-style-type: none"> Prepare for on the job coaching Coach colleagues on the job Follow up coaching
5	SITHIND002 Source and use information on the hospitality industry (C)	<ul style="list-style-type: none"> Source and use relevant industry information Source and use compliance information in daily activities Source and use information on hospitality technology Update personal and organisational knowledge of the hospitality industry



5	BSBITU306 Design and produce business documents (E)	<ul style="list-style-type: none"> • Select and prepare resources • Design document • Produce document • Finalise document
6	SITHIND002 Source and use information on the hospitality industry (C)	<ul style="list-style-type: none"> • Source and use relevant industry information • Source and use compliance information in daily activities • Source and use information on hospitality technology • Update personal and organisational knowledge of the hospitality industry
	BSBITU306 Design and produce business documents (E)	<ul style="list-style-type: none"> • Select and prepare resources • Design document • Produce document • Finalise document
7	SITXCOM002 Show social and cultural sensitivity (C)	<ul style="list-style-type: none"> • Communicate with customers and colleagues from diverse backgrounds • Address cross cultural misunderstandings
	SIRXSL001 Sell to the retail customer (E)	<ul style="list-style-type: none"> • Establish customer needs • Provide advice on products and services • Facilitate the sale of products and services
8	SITHFAB014 Provide table service of food and beverage (E) *▲	<ul style="list-style-type: none"> • Prepare restaurant for service • Provide food and beverage advice to customers • Serve and clear meals • Serve and clear alcoholic beverages • Work cooperatively as part of the service team
	SITHFAB007 Serve food and beverage (E) *	<ul style="list-style-type: none"> • Prepare for food and beverage service • Welcome and advise customers • Take and process orders • Serve food and drinks • Clear food and drinks • Complete end of shift duties
	SITHFAB002 Provide responsible service of alcohol (RSA) (E)	<ul style="list-style-type: none"> • Sell or serve alcohol responsibly • Assist customers to drink within appropriate limits • Assess alcohol affected customers and identify customers to whom sale or service must be refused • Refuse to provide alcohol
9	SITHIND004 Work effectively in hospitality service (C)	<ul style="list-style-type: none"> • Prepare for service • Provide service • Complete operational tasks • Complete end of shift duties
	SITHFAB005 Prepare and serve espresso coffee (E)*	<ul style="list-style-type: none"> • Organise coffee workstation • Select and grind coffee beans • Advise customers on espresso coffee beverages • Extract and monitor quality of espresso • Texture milk • Serve espresso coffee beverages



		<ul style="list-style-type: none"> • Clean espresso equipment
10	SITHFAB014 Provide table service of food and beverage (E) *▲	<ul style="list-style-type: none"> • Prepare restaurant for service • Provide food and beverage advice to customers • Serve and clear meals • Serve and clear alcoholic beverages • Work cooperatively as part of the service team
	SITHFAB007 Serve food and beverage (E) *	<ul style="list-style-type: none"> • Prepare for food and beverage service • Welcome and advise customers • Take and process orders • Serve food and drinks • Clear food and drinks • Complete end of shift duties

(C)Indicates Core Unit (E) Indicates Elective units







* indicates pre-requisite unit is SITXFSA001 Use hygienic practices for food safety

▲ indicates pre-requisite unit is SITHFAB002 Provide responsible service of alcohol

To be successful in completing this certification, you must complete a total of **12 units, 4 core units and 6 electives.**

*If the student is not progressing as per the training plan a catch-up session will be needed.

Assessment methods may include:

-  Written work
-  Project/Case study
-  Supervisor/Third party
-  Practical demonstration of skills observed by a trainer/assessor and workplace supervisor
-  Role play
-  Learning activities

Delivery method: Face to face & on the job

Victorian and Commonwealth Funding available to eligible participants.

For information about enrolment fees, payment schedules, cancellation fees and complaints procedures, please see our statement of fees and student information handbook on our website www.wts.edu.au