

SIT 30707

Certificate III in Hospitality



The Illawarra
Business College



CORE UNITS

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

SITHFAB021A Provide and coordinate food and beverage service

ELECTIVE UNITS

SITHFAB003A Serve food and beverage to customers

SITHFAB004A Provide food and beverage service

SITHFAB010A Prepare and serve non-alcoholic beverages

SITHFAB011A Develop and update food and beverage knowledge

SITHFAB012A Prepare and serve espresso coffee

SITHFAB018A Provide silver service

SITXADM001A Perform office procedures

SITXCOM003A Deal with conflict situations

Descriptor

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 settings, such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. Individuals may have some responsibility for others and provide technical advice and support to a team.

Possible job titles include:
Barista, waiter.

Mode of delivery:

This course is available to overseas students holding approved visas only on a full-time basis.

Job roles

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

- preparing and serving espresso coffee
- serving food, and beverages at tables

Course Duration: 1 year (52 weeks)

Assessment:

Assessments will be conducted to determine the achievement of competency-based learning outcomes. Assessments will include written assignments, projects, observations, practical skills demonstrations, participation in role plays, written reports and may be conducted in real and/or simulated workplace environments.



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Employability Skills for SIT30707 Certificate III in Hospitality

The following table contains a summary of the employability skills for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

Employability Skill Industry/enterprise requirements for this qualification include:

<i>Communication</i>	Communicating with colleagues and customers to determine their specific needs; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers to ensure a positive hospitality experience.
<i>Teamwork</i>	Working as a skilled team member providing instructions, building group cohesion and applying discretion and judgement as needed; understanding own role in delivering the hospitality experience and servicing the needs of customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
<i>Problem solving</i>	Anticipating problems that may arise with operational activities; mitigating problems by making acceptable adjustments to operational activities that adhere to the predetermined requirements and customer requests; identifying and clarifying the extent of problems that arise during operational activities, taking responsibility for or requesting assistance from other team members in resolving issues; using predetermined policies and procedures to guide solutions to operational problems.
<i>Initiative and enterprise</i>	Showing independence and initiative required to take a lead role in delivering the hospitality experience; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a range of hospitality product and service concepts to improve existing product and service options for the enterprise and its customers.
<i>Planning and organising</i>	Collecting, analysing and organising customer and product information to allow for efficient delivery of the hospitality experience; collecting, analysing and selecting appropriate information to meet the needs of the specific customer group, pacing the delivery of information and service to meet operational and customer requirements; participating in continuous improvement by reporting successes or deficiencies of the hospitality experience being delivered.
<i>Self management</i>	Understanding and complying with the legal responsibilities that apply to own role in hospitality sales and service; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering hospitality sales and service; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
<i>Learning</i>	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the hospitality knowledge required; sharing information with colleagues.
<i>Technology</i>	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver quality customer service.

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the tourism industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification. This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.