

# Certificate III in Hospitality SIT30707

This program is for students who want to work as an operative or team leader in a range of hospitality establishments, including fast food outlets, coffee shops, take-away facilities, restaurants, function centres, hotels or clubs.

You will develop your customer service and communication skills, along with a range of capabilities relevant to the functional area and vocational outcome selected.

If you successfully complete this qualification, you will gain full credit towards the Diploma of Hospitality.

**Delivery:** This program is delivered face-to-face, one day per week, 1/2 day sessions at either 9:00 am – 12:30 pm or 1:00pm – 4:30 pm.

**Campus:** Bracken Ridge, Caboolture.

**Duration:** 18 months (3 semesters). Suitable for Year 11 students only.

**Fees:** \$110 per semester, \$330 full program, plus \$40 administration fee per year.

**Industry experience:** 36 services must be performed in a hospitality enterprise to achieve this qualification.

**Dress code:** Students will be issued with a TAFE shirt, which must be worn on campus. Students must wear a knee length black skirt or long black pants. It is a workplace health and safety requirement to wear fully enclosed non-slip black shoes.

## Semester 1, 2013

Coffee	
SITXCOM001A	Work with colleagues and customers
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB012B	Prepare and serve espresso coffee
SITHIND003A	Provide and coordinate hospitality service

## Semester 2, 2013

Bar	
SITHIND001B	Develop and update hospitality industry knowledge
SITXCOM002A	Work in a socially diverse environment
SITHFAB001C	Clean and tidy bar areas
SITFAB002C	Operate a bar
SITHFAB009A	Provide responsible service of alcohol (LLD Certificate issued)
SITXFIN001A	Process financial transactions

## Semester 3, 2014

Gaming	
SITXHRM001A	Coach others in job skills
SITXCCS002A	Provide quality customer service
SITHGAM001A	Attend gaming machines
SITHGAM006A	Provide responsible gambling services

*Units are subject to change.*

### Pathways:

