

Certificate IV in Hospitality

SIT40416

This qualification provides the skills and knowledge for an individual to be competent in skilled operations and team leading or supervision. Work would be undertaken in various hospitality settings such as restaurants, hotels, motels, clubs, pubs, cafés and coffee shops. The qualification is suitable for an Australian apprenticeship pathway.

Individuals with this qualification are able to perform roles such as supervising the operation of a bar or restaurant, supervising activities of a front desk or reception, supervising concierge services, providing butler services and supervising gaming operations. Possible job titles include food and beverage supervisor, front office supervisor, concierge, butler and gaming supervisor.



TRAINING REQUIREMENTS

To achieve the SIT40416 Certificate IV in Hospitality, 21 units must be completed. This is made up of all 9 Core units, plus a total of 12 Elective units. These elective units can be chosen when consulting one of the Brisbane Business & Hospitality staff who can offer you guidance and assistance to choose the right stream for you.

LOCATION

Brisbane Business & Hospitality Training can deliver this training throughout Metropolitan and Regional Queensland.

COURSE DURATION

This course is structured through competency based training and assessment. Course duration is based on individual training requirements.

ENTRY REQUIREMENTS

Students who wish to enrol in Brisbane Business & Hospitality Training programs are required to obtain a copy of the Student Handbook before making a final decision on training. **There are no prerequisites for entry to this qualification.**

DELIVERY MODES

This course may be delivered through a combination of class, workplace, self-paced and distance learning.

COURSE FEES

Please phone Brisbane Business & Hospitality Training to discuss fee details for this course.

ENROLMENTS

Brisbane Business & Hospitality Training has a rolling intake. Continuous enrolments allow students to commence training at any time. Enrolments for traineeships involve a consultant visiting your workplace to complete paperwork and answer questions. **Call Brisbane Business & Hospitality Training on 07 3117 9722 or 0409 890 298 or email info@bbht.com.au for details.**

MANDATORY CORE UNITS

BSBDIV501	Manage diversity in the workplace
SITHIND004	Work effectively in hospitality service
SITXCCS007	Enhance customer service experiences
SITXCOM005	Manage conflict
SITXFIN003	Manage finances within a budget
SITXHRM001	Coach others in job skills
SITXHRM003	Lead and manage people
SITXMG001	Monitor work operations
SITXWHS003	Implement and monitor work health and safety practices

PLUS 12 ELECTIVE UNITS

MUST COMPLETE 1 HYGIENE UNIT:

SITHIND001	Use hygienic practices for hospitality service
SITXFSA001	Use hygienic practices for food safety

PLUS 11 JOB SPECIFIC UNITS:

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

CONCIERGE

BSBITU306	Design and produce business documents
SITHACS005	Provide porter services
SITHACS006	Provide valet services
SITTIND001	Source and use information on the tourism and travel industry
SITTTSL002	Access and interpret product information
SITTTSL008	Book supplier products and services
SITTTSL009	Process travel-related documentation
SITXCCS002	Provide visitor information
SITXCCS004	Provide lost and found services
SITXCRI001	Respond to a customer in crisis
SITXLAN003	Conduct oral communication in a language other than English

FOOD AND BEVERAGE SUPERVISOR

SITHFAB002	Provide responsible service of alcohol
SITHFAB011	Provide advice on beers, spirits and liqueurs
SITHFAB012	Provide advice on Australian wines
SITHFAB013	Provide advice on imported wines
SITHFAB014	Provide table service of food and beverage
SITHFAB016	Provide advice on food
SITHFAB017	Provide advice on food and beverage matching
SITXCOM004	Address protocol requirements
SITXHRM002	Roster staff
SITXINV003	Purchase goods
SITXWHS002	Identify hazards, assess and control safety risks

FRONT OFFICE SUPERVISOR

BSBFIA301	Maintain financial records
BSBITU306	Design and produce business documents
SITHACS008	Provide accommodation reception services
SITTTSL007	Process reservations
SITTTSL010	Use a computerised reservations or operations system
SITXCCS002	Provide visitor information
SITXCOM004	Address protocol requirements
SITXCRI001	Respond to a customer in crisis
SITXFIN001	Process financial transactions
SITXHRM002	Roster staff
SITXLAN003	Conduct oral communication in a language other than English

GAMING SUPERVISOR IN A CLUB, HOTEL OR CASINO

BSBITU306	Design and produce business documents
SITHFAB002	Provide responsible service of alcohol
SITHFAB003	Operate a bar
SITHGAM001	Provide responsible gambling services
SITHGAM002	Attend gaming machines
SITHGAM003	Operate a TAB outlet
SITHGAM004	Conduct Keno games
SITHGAM005	Analyse and report on gaming machine data
SITXHRM002	Roster staff
SITXINV003	Purchase goods
SITXWHS002	Identify hazards, assess and control safety risks



ASPIRE TO BE AN APPROVED MANAGER!

BBHT Trainers and Assessors
can deliver the OLGR - Responsible Management
of Licensed Venues Course (RMLV)
www.olgr.qld.gov.au

Other Quality Training Programs Offered by BBHT

Certificate II in Hospitality | Certificate III in Hospitality | Certificate IV in Hospitality | Diploma of Hospitality
Certificate II in Retail | Certificate III in Retail | Certificate IV in Retail
Certificate IV in Training and Assessment

Short Courses Programs on Offer include

Responsible Service of Alcohol | Responsible Gambling Services | Responsible Management of Licensed Venues
Customer Liaison Officer Training Program | Food Safety | Food Safety Supervisor | Coffee Making (Barista)
Introduction to Bar Operations | Introduction to Gaming Operations
Introduction to Accommodation Housekeeping | Custom Made Programs | First Aid Course