

Certificate IV in Hospitality

SIT40307



NATIONALLY RECOGNISED
TRAINING

National Training Provider 31983



Certificate IV in Hospitality

Qualification description

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, cafes 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, supervising gaming operations. Possible job titles include food and beverage supervisor, front office supervisor, concierge, butler, gaming supervisor

Training requirements

To achieve the SIT40307 Certificate IV in Hospitality, 26 units must be completed. This is made up of all 14 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.

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 31179722 or 0409890298 or email info@bbht.com.au for details.

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.



Mandatory CORE UNITS

- Provide and coordinate hospitality service
- Provide quality customer service
- Work with colleagues and customers
- Work in a socially diverse environment
- Deal with conflict situations
- Interpret financial information
- Coach others in job skills
- Lead and manage people
- Receive and store stock
- Control and order stock
- Monitor work operations
- Follow health, safety and security procedures
- Follow workplace hygiene procedures
- Implement and monitor workplace health, safety and security practices

Plus Followed By 12 Elective Units

Suggested elective units

Food and beverage supervisor

- Operate a personal computer
- Produce simple word processed documents
- Clean and tidy bar areas
- Operate a bar
- Provide food and beverage service
- Provide table service of alcoholic beverages
- Provide responsible service of alcohol
- Prepare and serve non-alcoholic beverages
- Develop and update food and beverage knowledge
- Prepare and serve espresso coffee
- Manage finances within a budget
- Roster staff

Concierge or butler

- Operate a personal computer
- Provide porter services
- Provide valet service
- Develop and update tourism industry knowledge
- Access and interpret product information
- Book and coordinate supplier services
- Process travel related documentation
- Perform office procedures
- Provide visitor information
- Process financial transactions
- Manage finances within a budget

Gaming supervisor in a club, hotel or casino

- Operate a personal computer
- Provide food and beverage service
- Provide responsible service of alcohol
- Attend gaming machines
- Operate a TAB outlet
- Conduct a Keno game
- Analyse and report on gaming machine data
- Provide responsible gambling services
- Perform office procedures
- Manage finances within a budget
- Develop and update legal knowledge required for business compliance
- Roster staff

Front office supervisor

- Operate a personal computer
- Produce business documents
- Provide accommodation reception services
- Receive and process reservations
- Control reservations or operations using a computerised system
- Perform office procedures
- Provide visitor information
- Process financial transactions
- Maintain financial records
- Manage finances within a budget
- Roster staff

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 Offers 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

