

Certificate III in Hospitality

SIT30707



NATIONALLY RECOGNISED
TRAINING

National Training Provider 31983



Certificate III in Hospitality

Qualification description

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. The qualification is suitable for an Australian apprenticeship pathway.

Individuals with this qualification are able to perform roles such as preparing and serving drinks at a bar, preparing and serving espresso coffee, serving food, wine and other beverages at tables, providing reception or front desk services, providing housekeeping services, providing gaming services. Possible job titles include bar attendant, barista, waiter, wine waiter, front desk receptionist, housekeeper, gaming attendant.

Training requirements

To achieve the SIT30707 Certificate III in Hospitality, 16 units must be completed. This is made up of all 8 Core units, plus a total of 8 Elective units. For this qualification, electives may be selected to meet either a specialist or multi-skilled job outcome. 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

Develop and update hospitality industry knowledge
Provide quality customer service
Work with colleagues and customers
Work in a socially diverse environment
Coach others in job skills
Follow health, safety and security procedures
Follow workplace hygiene procedures

Plus one of the following:

Provide and coordinate food and beverage service *

Provide and coordinate hospitality service **

* For candidates completing a Food and Beverage specialisation, *Provide and coordinate food and beverage service* must be completed.

** For candidates NOT completing a Food and Beverage specialisation, *Provide and coordinate hospitality service* must be completed.

Suggested elective units

Bar attendant in a hotel or club *(Food and Beverage specialisation)*

Clean and tidy bar areas
Operate a bar
Provide responsible service of alcohol
Prepare and serve cocktails
Provide specialised advice on Australian wines
Operate and monitor cellar systems
Process financial transactions
Receive and store stock

Coffee machine operator or waiter in a small cafe *(Food and Beverage specialisation)*

Organise and prepare food
Prepare sandwiches
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
Process financial transactions
Follow workplace hygiene procedures

Waiter in a fine dining restaurant *(Food and Beverage specialisation)*

Serve food and beverage to customers
Provide food and beverage service
Provide table service of alcoholic beverages
Provide responsible service of alcohol
Develop and update food and beverage knowledge
Provide silver service
Provide specialised advice on Australian wines
Process financial transactions

Wine waiter in a restaurant *(Multi-skilling)*

Provide table service of alcoholic beverages
Provide responsible service of alcohol
Develop and update food and beverage knowledge
Provide specialist advice on food
Conduct a product tasting for alcoholic beverages
Provide specialised advice on Australian wines
Process financial transactions

Front desk receptionist in a hotel *(Accommodation Services specialisation)*

Design and produce business documents
Provide accommodation reception services
Conduct night audit
Receive and process reservations
Control reservations or operations using a computerised system
Perform office procedures
Provide visitor information
Process financial transactions

Gaming attendant in club, hotel or casino *(Gaming specialisation)*

Provide table service of alcoholic beverages
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
Process financial transactions

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

