

# Certificate II in Hospitality

SIT20207



NATIONALLY RECOGNISED  
TRAINING

National Training Provider 31983



# Certificate II in Hospitality

## ***Qualification description***

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic operational knowledge and limited practical skills in a defined context. Work would be undertaken in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops. Individuals may work with some autonomy or in a team but usually under close supervision. The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

Individuals with this qualification are able to perform roles such as undertaking mise en place prior to service, serving food and beverage to tables, preparing and serving drinks at a bar, selling beverages in a retail liquor outlet, attending gaming machines, providing housekeeping services, providing reception or front desk services, providing assistance in a catering operation. Possible job titles include bar attendant, bottle shop attendant, catering assistant, food and beverage attendant, housekeeping attendant, porter, receptionist or front office assistant, gaming attendant.

## ***Training requirements***

To achieve the SIT20207 Certificate II in Hospitality, 12 units must be completed. This is made up of all 6 Core units, plus a total of 6 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](mailto: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  
Work with colleagues and customers  
Work in a socially diverse environment  
Follow health, safety and security procedures  
Follow workplace hygiene procedures

*Plus one of the following:*

Apply food and beverage skills in the workplace\*

Apply hospitality skills in the workplace\*\*

- \* For candidates completing a Food and Beverage specialisation, *Apply food and beverage skills in the workplace* must be completed.
- \*\* For candidates NOT completing a Food and Beverage specialisation, *Apply hospitality skills in the workplace* must be completed.

## Suggested elective units

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

Clean and tidy bar areas  
Operate a bar  
Operate and monitor cellar systems  
Provide responsible service of alcohol  
Provide responsible gambling services  
Process financial transactions

### **Retail liquor outlet attendant** *(Food and Beverage specialisation)*

Operate a bar  
Operate and monitor cellar systems  
Complete retail liquor sales  
Provide responsible service of alcohol  
Process financial transactions  
Receive and store stock

### **Catering assistant (Multi-skilling)**

Apply point-of-sale handling procedures  
Clean premises and equipment  
Package prepared foodstuffs  
Serve food and beverage to customers  
Transport and store food in a safe and hygienic manner  
Receive and store stock

### **Food and beverage attendant in a cafe (Multi-skilling)**

Apply point-of-sale handling procedures  
Clean premises and equipment  
Prepare sandwiches  
Serve food and beverage to customers  
Prepare and serve non-alcoholic beverages  
Prepare and serve espresso coffee

### **Waiter in a hotel restaurant** *(Food and Beverage specialisation)*

Provide food and beverage service  
Provide table service of alcoholic beverages  
Provide responsible service of alcohol  
Develop and update food and beverage knowledge  
Prepare and serve espresso coffee  
Process financial transactions

### **Housekeeping attendant** *(Accommodation Services specialisation)*

Provide housekeeping services to guests  
Prepare rooms for guests  
Clean premises and equipment  
Laundry linen and guest clothes  
Provide visitor information  
Receive and store stock

### **Porter (Multi-skilling)**

Provide porter services  
Develop and update tourism industry knowledge  
Provide visitor information  
Provide quality customer service  
Conduct basic workplace oral communication in a language other than English

### **Receptionist in a motel** *(Accommodation Services specialisation)*

Provide accommodation reception services  
Receive and process reservations  
Control reservations or operations using a computerised system  
Perform office procedures  
Provide visitor information  
Maintain financial records

### **Gaming attendant in a club or hotel (Multi-skilling)**

Serve food and beverage to customers  
Attend gaming machines  
Operate a TAB outlet  
Conduct a Keno game  
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

