

Diploma of Hospitality

SIT50307



NATIONALLY RECOGNISED
TRAINING

National Training Provider 31983



Diploma of Hospitality

Qualification description

This qualification provides the skills and knowledge for an individual to be competent as a manager in any hospitality functional area. This individual would possess a sound theoretical knowledge base and be able to use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of their team.

Work would be undertaken in various hospitality settings, such as restaurants, hotels, catering operations, motels, clubs, pubs, cafes and coffee shops.

The qualification is suitable for an Australian apprenticeship pathway. This course is suitable for both new and existing workers to gain a nationally recognised vocational qualification.

Training requirements

To attain the SIT50307 Diploma of Hospitality, the participant must achieve competence in 39 units. This is made of all 23 Core units, plus a total of 16 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.

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 quality customer service
Manage quality customer service
Work with colleagues and customers
Work in a socially diverse environment
Deal with conflict situations
Interpret financial information
Manage finances within a budget
Prepare and monitor budgets
Develop and update legal knowledge required for business compliance
Coach others in job skills
Roster staff
Lead and manage people
Manage workplace diversity
Receive and store stock
Control and order stock
Monitor work operations
Develop and implement operational plans
Establish and conduct business relationships
Follow health, safety and security procedures
Follow workplace hygiene procedures
Implement and monitor workplace health, safety and security practices
Establish and maintain an OHS system
Plus one of the following:
Provide and coordinate hospitality service
Prepare, cook and serve food for menus

Plus Followed By 16 Elective Units

Suggested elective units

Restaurant manager in a fine dining restaurant

Use business technology
Produce simple word processed documents
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
Provide specialist advice on food
Provide specialist advice on wine
Provide silver service
Organise in-house events or functions
Recruit, select and induct staff
Monitor staff performance
Manage and purchase stock

Kitchen manager or chef

Use business technology
Produce simple word processed documents
Apply first aid
Plan and prepare food for buffets
Develop cost-effective menus
Monitor catering revenue and costs
Establish and maintain quality control of food
Prepare, cook and serve food for food service
Prepare, cook and serve food for menus
Prepare foods according to dietary and cultural needs
Select catering systems
Implement and monitor environmentally sustainable work practices
Develop and implement a food safety program
Recruit, select and induct staff
Monitor staff performance
Manage and purchase stock

Gaming manager in a club, hotel or casino

Use business technology
Produce business documents
Clean and tidy bar areas
Operate a bar
Provide responsible service of alcohol
Attend gaming machines
Operate a TAB outlet
Conduct a Keno game
Analyse and report on gaming machine data
Develop and manage gaming activities
Provide responsible gambling services
Recruit, select and induct staff
Monitor staff performance
Manage workplace relations
Manage and purchase stock
Develop and manage marketing strategies

Manager of a cafe or small restaurant

Use business technology
Produce simple word processed documents
Plan catering for an event or function
Design menus to meet market needs
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
Plan and monitor espresso coffee service
Recruit, select and induct staff
Monitor staff performance
Manage and purchase stock

Motel manager

Use business technology
Provide accommodation reception services
Prepare rooms for guests
Clean premises and equipment
Provide food and beverage service
Receive and process reservations
Control reservations or operations using a computerised system
Perform office procedures
Write business documents
Provide visitor information
Process financial transactions
Maintain financial records
Recruit, select and induct staff
Manage workplace relations
Develop and implement a business plan
Coordinate marketing activities

Catering or unit manager

Use business technology
Prepare foods according to dietary and cultural needs
Apply catering control principles
Develop menus to meet special dietary and cultural needs
Select catering systems
Manage facilities associated with commercial catering contracts
Plan catering for an event or function
Prepare tenders for catering contracts
Design menus to meet market needs
Write business documents
Implement and monitor environmentally sustainable work practices
Maintain financial records
Recruit, select and induct staff
Roster staff
Monitor staff performance
Manage workplace relations

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

