

Hospitality Specialist - Front of House

Certificate III in Hospitality SIT30713

This apprenticeship reflects the role of skilled operators who use a range of well-developed hospitality skills. They use discretion and judgement and have a sound knowledge of industry operations. They will work with some independence and under limited supervision and may provide operational advice and support to team members. This apprenticeship allows for specialisation in a wide range of Front of House functions for organisations such as restaurants. To successfully complete this apprenticeship, participants must complete the minimum requirements for the Certificate III in Hospitality and an additional 5 units of competency.

This program is offered only under the UserChoice Program and partly funded by the Queensland Government - Department of Education and Training



TRAINING REQUIREMENTS

To complete the Hospitality Specialist - Front of House apprenticeship, 20 units must be completed. This is made up of all 7 Core units, plus a total of 13 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

Participants undertaking this apprenticeship must be employed in a Front of House role within organisations such as restaurants.

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

- BSBWOR203B Work effectively with others
- SITHIND201 Source and use information on the hospitality industry
- SITHIND301 Work effectively in hospitality service
- SITXCCS303 Provide service to customers
- SITXCOM201 Show social and cultural sensitivity
- SITXHRM301 Coach others in job skills
- SITXWHS101 Participate in safe work practices

PLUS 13 ELECTIVE UNITS

MUST COMPLETE 1 FOOD SAFETY UNIT:

- SITHIND101 Use hygienic practices for hospitality service
- SITXFSA101 Use hygienic practices for food safety

PLUS 12 JOB SPECIFIC UNITS:

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

BAR ATTENDANT IN A HOTEL OR CLUB

- SITHFAB101 Clean and tidy bar areas
- SITHFAB201 Provide responsible service of alcohol
- SITHFAB202 Operate a bar
- SITHFAB304 Provide advice on beers, spirits and liqueurs
- SITXFIN201 Process financial transactions
- SITXINV201 Receive and store stock
- SITXINV301 Purchase goods

FRONT DESK RECEPTIONIST IN A HOTEL

- BSBCMM201A Communicate in the workplace
- BSBITU306A Design and produce business documents
- SITHACS303 Provide accommodation reception services
- SITTTSL305 Process reservations
- SITTTSL308 Use a computerised reservations or operations system
- SITXCCS201 Provide visitor information
- SITXFIN201 Process financial transactions

GAMING ATTENDANT IN CLUB, HOTEL OR CASINO

- SITHFAB201 Provide responsible service of alcohol
- SITHGAM201 Provide responsible gambling services
- SITHGAM202 Attend gaming machines
- SITHGAM203 Operate a TAB outlet
- SITHGAM204 Conduct Keno games
- SITHGAM301 Analyse and report on gaming machine data
- SITXFIN201 Process financial transactions

WAITER IN A RESTAURANT

- BSBSUS201A Participate in environmentally sustainable work practices
- SITHFAB201 Provide responsible service of alcohol
- SITHFAB304 Provide advice on beers, spirits and liqueurs
- SITHFAB305 Provide advice on Australian wines
- SITHFAB307 Provide table service of food and beverage
- SITHFAB309 Provide advice on food
- SITHFAB310 Provide advice on food and beverage matching



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