

Certificate III in Hospitality

SIT30616

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 SIT30616 Certificate III in Hospitality, 15 units must be completed. This is made up of all 7 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.**

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

- BSBWOR203 Work effectively with others
- SITHIND002 Source and use information on the hospitality industry
- SITHIND004 Work effectively in hospitality service
- SITXCCS006 Provide service to customers
- SITXCOM002 Show social and cultural sensitivity
- SITXHRM001 Coach others in job skills
- SITXWHS001 Participate in safe work practices

PLUS 8 ELECTIVE UNITS

MUST COMPLETE 1 HYGIENE UNIT:

- SITHIND001 Use hygienic practices for hospitality service
- SITXFSA001 Use hygienic practices for food safety

PLUS 7 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

- SITHFAB001 Clean and tidy bar areas
- SITHFAB002 Provide responsible service of alcohol
- SITHFAB003 Operate a bar
- SITHFAB011 Provide advice on beers, spirits and liqueurs
- SITXFIN001 Process financial transactions
- SITXINV001 Receive and store stock
- SITXINV003 Purchase goods
- SITHFAB010 Prepare and serve cocktails

FRONT DESK RECEPTIONIST IN A HOTEL

- BSBCMM201 Communicate in the workplace
- BSBITU306 Design and produce business documents
- SITHACS008 Provide accommodation reception services
- SITTTSL007 Process reservations
- SITTTSL010 Use a computerised reservations or operations system
- SITXCCS002 Provide visitor information
- SITXFIN001 Process financial transactions

GAMING ATTENDANT IN CLUB, HOTEL OR CASINO

- SITHFAB002 Provide responsible service of alcohol
- SITHGAM001 Provide responsible gambling services
- SITHGAM002 Attend gaming machines

- SITHGAM003 Operate a TAB outlet
- SITHGAM004 Conduct Keno games
- SITHGAM005 Analyse and report on gaming machine data
- SITXFIN001 Process financial transactions

WAITER IN A RESTAURANT

- BSBSUS201 Participate in environmentally sustainable work practices
- SITHFAB002 Provide responsible service of alcohol
- SITHFAB004 Prepare and serve non-alcoholic beverages
- SITHFAB005 Prepare and serve espresso coffee
- SITHFAB011 Provide advice on beers, spirits and liqueurs
- SITHFAB012 Provide advice on Australian wines
- SITHFAB014 Provide table service of food and beverage
- SITHFAB016 Provide advice on food
- SITHFAB017 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