

## Certificate III in Hospitality Program



### Program Overview

This program reflects the roles of hospitality front of house staff that provide a quality experience to all customers that walk through the door. On completion of the course staff will have well-developed hospitality service, sales and operational industry skills. They will be able to use discretion and judgement with customers, they will be able to work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

The units outlined below have been chosen specific to the restaurant front of house job role.

### Benefits

The program will provide you with more confidence in your front of house role and provide added hospitality skills and knowledge. On successful completion of all the required training and assessment you will also receive a nationally recognised qualification (SIT30622 – Certificate III in Hospitality) that recognises your strong Hospitality skills and knowledge. This qualification will be issued by Oz Skills Careers College, and the units of competency can be used to help outline your key skills and knowledge.

### There are 15 units to be completed to obtain the qualification

**Work effectively with others** – The content includes how to work cooperatively with others and deal effectively with issues, problems and conflict.

**Source and use information on the hospitality industry** – This unit will teach you how to source and use current and emerging information on the hospitality industry. Including industry structure, technology, laws and ethical issues specifically relevant to the hospitality industry.

**Work effectively in hospitality service** – This unit describes the skills and knowledge required to work effectively in a hospitality environment and provide service to customers during service periods.

**Provide service to customers** – Customer service is the key in this industry. You will learn how to communicate effectively with and provide quality service to both internal and external customers. It requires the ability to establish rapport with customers, determine and address customer needs and expectations, and respond to complaints.

**Show social and cultural sensitivity** – You will learn how to be socially aware when serving customers and working with colleagues. It requires the ability to communicate with people from a range of social and cultural groups with respect and sensitivity.

**Coach others in job skills** – You will gain the skills and knowledge required to provide on-the-job coaching to colleagues. It requires the ability to explain and demonstrate specific skills, knowledge and procedures and monitor the progress of colleagues until they are able to operate independently of the coach.

**Participate in safe work practices** – The content will guide you to incorporate safe work practices into own workplace activities. It requires the ability to follow predetermined health, safety and security procedures and to participate in organisational work health and safety (WHS) management practices.

**Use hygienic practices for food safety** – This is your basic food handlers' course and will teach you what is required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.

**Provide responsible service of alcohol** - This unit is not your RSA licence; it is a requirement of the course to complete and helps you refresh your skills and knowledge on what is required to responsibly sell or serve alcohol.

**Provide advice on Australian Wine** – This unit will provide you with the skills and knowledge to evaluate a variety of Australian Wines and provide advice to customers.

**Provide advice on food** – You will gain the skills and knowledge required to provide accurate information and advice on different menu options. It requires the ability to evaluate organisational menu items, provide advice to customers on their menu selection, contribute to menu design, and continuously extend personal product knowledge of food and cuisines.

**Provide advice on food and beverage matching** – In this unit you will evaluate a range of beverages and their compatibility with different food items and cuisines, provide advice to customers on their selection, and continuously extend personal product knowledge to enhance customer service.

**Serve food and beverage** - This unit will give you the skills and knowledge to prepare for a serve period, interact with customers to take orders and serve and clear food and beverage.

**Provide table service of food and beverage** - You will learn how to provide quality table service of food and beverage in à la carte setting. It covers how to prepare the restaurant for the service period, provide food and beverage advice to customers, serve and clear food and beverages, and complete end of service tasks.

**Plan and monitor espresso coffee service** - This unit requires the ability to make a range of coffees, develop coffee menus, provide specialist advice to customers and staff, monitor the overall quality of espresso beverages, and maintain equipment.

### Incentive to participate

Your employer will be paying the training fee and your training hours, which will be rostered to suit your availability. There will be no homework for this course all work is completed during the sessions and in the workplace. Therefore there will be no impact to your outside of work commitments. You will also gain the skills and knowledge to support your job role, while gaining a National Recognised Qualification.

### Duration

The expected duration for this program is 12 months. Students will attend a face to face rostered training session at the workplace every 3 weeks.

### What is the next step.....

This is a great opportunity and one not to be missed. If you are eligible for the course, then an induction and enrolment into the qualification will occur in the first few weeks of your employment..

