

## Certificate IV in Hospitality Program



### Program Overview

This program captures the key skills and knowledge required by successful supervisors and managers in the hospitality industry. You will cover a broad range of hospitality service, sales and operational skills combined with supervisor and management skills. On completion of the course you will have a sound knowledge of industry operations to plan, monitor and evaluate the work of team members and effectively lead teams. You will be able to operate independently or with limited guidance from others and use discretion to solve non-routine problems.

The units outlined below have been chosen specifically to suit hospitality supervisor and management job roles.

### Benefits

The program will provide you with more confidence in your supervisor or management role and provide added hospitality management skills and knowledge. On successful completion of all the required training and assessment you will also receive a nationally recognised qualification (SIT40422 – Certificate IV in Hospitality) that recognises your strong hospitality management 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 21 units to be completed to obtain the qualification

**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.

**Coach others in job skills** – You will gain the skills and knowledge 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.

**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.

**Provide responsible service of alcohol** - This unit is not your RSA license, 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.

**Participate in the safe food handling practices** – This food handlers course will provide you with the skills required to handle food safely during storage, preparation, display, service and disposal of food.

**Provide table service of food and beverage** -

This unit 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.

**Provide advice on imported wines** – You will learn to evaluate a range of imported wines, provide advice to customers on their selection, and continuously extend product knowledge.

**Manage finances in a budget** – This unit will teach you how to interpret budgetary requirements, allocate resources, monitor actual income and expenditure and report on budgetary deviations.

### Duration

The expected duration for this program is 12 months. Students will attend training sessions every 3 weeks for 2 hours onsite in the workplace.

**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.

**Engage customers** - Customer service is the key in this industry, this unit will help you engage with customers effectively while using a range of communication methods and following organisational procedures relating to customer service.

**Provide advice on beers, spirits and liqueurs**-

You will learn how to evaluate a range of local and imported beers, spirits and liqueurs. To then confidently provide advice to customers on their selection and continuously extend personal product knowledge.

**Operate and monitor cellar systems** - This unit describes the skills and knowledge required to work safely in a cellar. You will learn how to operate and maintain beverage dispensing systems, monitor refrigeration systems, plus the overall safety of the cellar operation.

**Enhance customer service experiences** - You will learn the ability to determine and meet customer preferences, develop customer relationships, respond to difficult situations and take responsibility for customer complaints.

**Implement and monitor work health safety practices** – This unit will teach you how to monitor safe work practices and coordinate consultative arrangements, risk assessments, work health and safety training and maintaining WHS records.

### Incentive to participate

Your employer will be paying the course fee and your training hours will be rostered to suit your availability. All course work is completed during the sessions and in the workplace. You will also gain the skills and knowledge to support your job role while gaining a nationally recognised qualification.

**Monitor work operations** - This unit describes the skills and knowledge required to communicate effectively with team members, plan and organise operational functions.

**Lead and manage people** – This unit requires the ability to lead and management people individually and in teams. You will gain the skills to lead by example and management performance through effective leadership.

**Manage conflict** – You will gain the ability to handle complex and escalated complaints and disputes with internal and external customers and colleagues. Effective conflict resolutions techniques will be learnt and the appropriate communication skills to manage conflict.

**Monitor staff performance** – This unit describes the skills and knowledge required to monitor day to day effectiveness of staff and conduct structured performance appraisals.

**Recruit, select and induct staff** – You will gain the ability to identify recruitment needs, develop selection criteria, process and evaluate applications, select people according to their attitude and fit to the position and coordinate induction programs.

**Roster staff** – You will learn to plan rosters according to industrial provisions, operational efficiency requirements, and within wage budgets.

**Plan catering for events and functions** – This unit covers how to identify the purpose and scope of the event, prepare catering proposals to meet customer requirements, and finalise operational plans for the delivery of catering.

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

This is a great opportunity, your manager will be in contact with you to check if you are eligible for the course. Then an induction and enrolment into the qualification will occur in the coming couple of weeks with an Oz Skills Careers College representative.