



Course Information

Certificate IV in Hospitality SIT40307

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Descriptor:

This qualification provides the skills and knowledge for an individual to be competent in skilled operations and team leading or supervision. Work would be undertaken in various hospitality settings such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops.

Jobs and opportunities:

- Supervising the operation of a bar or restaurant
- Supervising activities of a front desk or reception

Possible job titles include:

- Food and Beverage Supervisor
- Front Office Supervisor

Entry requirements:

There are no prerequisites for entry to this qualification.

Start:

Course commencement dates: 30 January 2012, 5 March 2012, 16 April 2012, 4 June 2012, 3 September 2012, 22 October 2012.

Location:

Cairns Business College, 91-97 Mulgrave Road, Parramatta Park, Cairns QLD 4870

Study Mode:

Full time up to 30 weeks



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Recognition of Prior Learning (RPL):

RPL recognises your existing experience gained through life or work for which you may not have obtained a formal qualification. We will work with you to identify your existing skills, and assess if you can then achieve a full or part qualification. This also helps to avoid unnecessary duplication of training, saving you time and money.

Other information:

Please be aware that you will also be required to supply textbooks and a USB memory stick at your own cost.

Assessment Procedures:

This program has a variety of assessment methods including written, oral, practical role plays and simulated tourism/travel-related environment assessments.



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Subject list:

CORE UNITS

SITHIND003A	Provide and coordinate hospitality service
SITXCCS002A	Provide quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information
SITXHRM001A	Coach others in job skills
SITXHRM005A	Lead and manage people
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
SITXMGT001A	Monitor work operations
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS004B	Implement and monitor workplace health, safety and security practices

ELECTIVE UNITS – Choose either (A) or (B) as your elective

(A) Food and beverage supervisor

BSBCMN107A	Operate a personal computer
BSBITU201A	Produce simple work processed documents
SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITXFIN004A	Manage finances within a budget
SITXHRM003A	Roster staff



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(B) Front office supervisor

BSBCMN107A	Operate a personal computer
BSBITHU306A	Design and produce business documents
SITHACS001B	Provide accommodation reception services
SITTSL007B	Receive and process reservations
SITTSL010B	Control reservations or operations using a computerised system
SITXADM001A	Perform office procedures
SITXCCS001B	Provide visitor information
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN004A	Manage finances within a budget
SITXHRM003A	Roster staff

See www.training.gov.au for more information

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