



## Course Information

### Diploma of Hospitality SIT50307

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### Descriptor:

This qualification provides the skills and knowledge for an individual to be competent as a manager in any hospitality functional area. This individual would possess a sound theoretical knowledge base and be able to use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of their team. Work would be undertaken in various hospitality settings, such as restaurants, hotels, catering operations, motels, clubs, pubs, cafes and coffee shops.

### Jobs and opportunities:

- Managing a department in a large hospitality enterprise
- Managing a small hospitality enterprise

Possible job titles include:

- Restaurant/Café Manager
- Motel Manager

### 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 25 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

<b>SITXCCS002A</b>	Provide quality customer service
<b>SITXCCS003A</b>	Manage quality customer service
<b>SITXCOM001A</b>	Work with colleagues and customers
<b>SITXCOM002A</b>	Work in a socially diverse environment
<b>SITXCOM003A</b>	Deal with conflict situations
<b>SITXFIN003A</b>	Interpret financial information
<b>SITXFIN004A</b>	Manage finances within a budget
<b>SITXFIN005A</b>	Prepare and monitor budgets
<b>SITXGLC001A</b>	Develop and update legal knowledge required for business compliance
<b>SITXHRM001A</b>	Coach others in job skills
<b>SITXHRM003A</b>	Roster staff
<b>SITXHRM005A</b>	Lead and manage people
<b>SITXHRM007A</b>	Manager workplace diversity
<b>SITXINV001A</b>	Receive and store stock
<b>SITXINV002A</b>	Control and order stock
<b>SITXMGT001A</b>	Monitor work operations
<b>SITXMGT002A</b>	Develop and implement operational plans
<b>SITXMGT006A</b>	Establish and conduct business relationships
<b>SITXOHS001B</b>	Follow health, safety and security procedures
<b>SITXOHS002A</b>	Follow workplace hygiene procedures
<b>SITXOHS004B</b>	Implement and monitor workplace health, safety and security practices
<b>SITXOHS005A</b>	Establish and maintain an OHS system
<b>SITHIND003A</b>	Provide and coordinate hospitality service



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

##### **(A) Manager of a café or small restaurant**

<b>BSBWOR204A</b>	Use business technology
<b>BSBITU201A</b>	Produce simple work processed documents
<b>SITHCCC040A</b>	Design menus to meet market needs
<b>SITHCCC038B</b>	Plan catering for an event of function
<b>SITHFAB001C</b>	Clean and tidy bar areas
<b>SITHFAB002C</b>	Operate a bar
<b>SITHFAB004A</b>	Provide food and beverage service
<b>SITHFAB005A</b>	Provide table service of alcoholic beverages
<b>SITHFAB009A</b>	Provide responsible service of alcohol
<b>SITHFAB010C</b>	Prepare and serve non-alcoholic beverages
<b>SITHFAB011A</b>	Develop and update food and beverage knowledge
<b>SITHFAB012B</b>	Prepare and serve espresso coffee
<b>SITHFAB016A</b>	Plan and monitor espresso coffee service
<b>SITXHRM002A</b>	Recruit, select and induct staff
<b>SITXHRM006A</b>	Monitor staff performance
<b>SITXINV003A</b>	Manage and purchase stock
<b>SITHFAB018A</b>	Provide Silver Service

##### **(B) Motel Manager**

<b>BSBWOR204A</b>	Use business technology
<b>SITHACS001B</b>	Provide accommodation reception services
<b>SITHACS005B</b>	Prepare rooms for guests
<b>SITHACS006B</b>	Clean premises and equipment
<b>SITHFAB004A</b>	Provide food and beverage service
<b>SITTTSL007B</b>	Receive and process reservations
<b>SITTTSL010B</b>	Control reservations or operations using a computerised system
<b>SITXADM001A</b>	Perform office procedures
<b>SITXADM003A</b>	Write business documents
<b>SITXCCS001B</b>	Provide visitor information
<b>SITXFIN001A</b>	Process financial transactions
<b>SITXFIN002A</b>	Maintain financial records
<b>SITXHRM002A</b>	Recruit, select and induct staff
<b>SITXHRM008A</b>	Manage workplace relations
<b>SITXMGT004A</b>	Develop and implement a business plan
<b>SITXMPR004A</b>	Coordinate marketing activities

See [www.training.gov.au](http://www.training.gov.au) for more information

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