



Food & Beverage Program – SIT20316 Certificate II in Hospitality

Course Duration

Smart Skill will deliver the course over an 10-week period within a working Food & Beverage environment.

Work Experience

All participants will participate in 10 shifts of work experience at Brisbane hotel or restaurant.

Job Ready Program

Job Skills Queensland will deliver a three-day program that will provide you the skills to successfully source and secure employment. The three-day program includes:

- Day 1 – Career Planning
- Day 2 – Employment Fundamentals
- Day 3 – Finding Opportunities

Pathways

This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops. Possible job titles include:

- Bar attendant
- Café attendant
- Catering assistant
- Food & Beverage attendant
- Front office assistant
- Porter
- Room attendant

Program

The program delivery includes the following units of competency;

SITXFSA001 - Use hygienic practices for food safety

This unit will teach you how 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.

SITXWHS001 - Participate in safe work practices

This unit will teach you how 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.

SITHIND003 – Use hospitality skills effectively

This unit will teach you the performance outcomes, skills and knowledge required to provide effective hospitality service to customers during service periods. It requires the ability to integrate a range of individual technical skills while dealing with numerous sales, service or operational tasks simultaneously to meet the needs of multiple and diverse customers. It incorporates preparation, service and end of service tasks.

SITHFAB007 – Serve Food and Beverage

This unit will teach you the performance outcomes, skills and knowledge required to serve food and beverages to customers in a casual dining setting. It covers the fundamental technical skills required to prepare the outlet for the service period, interact with customers to take orders, serve and clear food and beverage, and complete end of service tasks.

BSBWOR203 – Work effectively with others

This unit will teach you the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict. It applies to individuals who perform a range of routine tasks using a limited range of practical skills, and a fundamental knowledge of teamwork in a defined context under direct supervision or with limited individual responsibility.

SITHFAB002 – Provide Responsible Service of Alcohol

This unit will teach you the performance outcomes, skills and knowledge required to responsibly sell or serve alcohol.

Responsible practices must be undertaken wherever alcohol is sold or served, including where alcohol samples are served during on-site product tastings. This unit, therefore, applies to any workplace where alcohol is sold or served, including all types of hospitality venues, packaged liquor outlets and wineries, breweries and distilleries. The unit applies to all levels of sales personnel involved in the sale, service and promotional service of alcohol in licensed premises. Those selling or serving alcohol may include food and beverage attendants; packaged liquor sales persons selling in person, over the phone or online; winery, brewery and distillery cellar door staff; and supplier sales representatives. The unit also applies to security staff who monitor customer behaviour and to the licensee who is ultimately responsible for responsible service of alcohol (RSA) management.

SITHFAB001 – Clean and tidy bar areas

This unit will teach you the performance outcomes, skills and knowledge required to clean bars and public areas, clear and clean glasses, and safely dispose of waste. The unit applies to any hospitality organisation that operates a bar, including hotels, restaurants, clubs, cafes and wineries.

SITXCCS003 – Interact with customers

This unit will teach you the performance outcomes, skills and knowledge required to deliver fundamental customer service to both internal and external customers. It requires the ability to greet and serve customers and respond to a range of basic customer service enquiries, including routine customer problems.

SITHIND002 – Source and use information on the hospitality industry

This unit will teach you the performance outcomes, skills and knowledge required to source and use current and emerging information on the hospitality industry. This includes industry structure, technology, laws and ethical issues specifically relevant to the hospitality industry. Hospitality personnel integrate this essential knowledge on a daily basis to work effectively in the industry.

SITXCOM002 – Show social and cultural sensitivity

This unit will teach you the performance outcomes, skills and knowledge required 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, and to address cross-cultural misunderstandings should they arise.

SITXFIN001 – Process financial transactions

This unit will teach you the performance outcomes, skills and knowledge required to accept and process cash and other payments for products and services and reconcile takings at the end of the service period or day.

SITHFAB003 – Operate a bar

This unit will teach you the skills and knowledge required to prepare a bar for service, take drink orders, prepare and serve alcoholic and non-alcoholic beverages and close the bar down. Customer service and selling skills are found in other units.

Uniforms

Personal presentation is important to gain employment within the Tourism and Hospitality industry. Uniforms provide students confidence and a sense of being part of a team. Participants that undertake a QTIC cookery program are provided a full chef uniform including; pants, skirt, shirt, shoes, socks *Conditions apply

Transport

QTIC understands that the cost of transport when unemployed can be a barrier to successfully commencing or completing a program. QTIC provides participants with a go card to the value of \$100.00. *Conditions apply

Post Program Employment Support

QTIC will provide all participants with post program employment support. QTIC will continue to support and maintain contact with all participants for a period of three months post training delivery.

Program Contacts:

Organisation	Phone	Email
Queensland Tourism Industry Council	07 3236 1445	industrydevelopment@qtic.com.au
Smart Skill	1300 650 378	admin@smartskill.com.au
Job Skills Queensland	0407 866 910	admin@jobskillsqueensland.com.au