

## 4.3 Certificate II in Hospitality

### Front of House

(SIT20316)



RTO Registration # 52499

#### **Twelve Units of Competency are required to achieve this qualification:**

- BSBWOR203 – Work effectively with others [Core]
- SITXWHS001 – Participate in safe work practices [C]
- SITXCCS003 – Interact with customers [C]
- SITHIND002 – Source and use information on the hospitality industry [C]
- SITHIND003 – Use hospitality skills effectively [C]
- SITXCOM002 – Show social and cultural sensitivity [C]
- SITXFSA001 – Use hygienic practices for food safety [Elective]
- SITHFAB002 – Provide responsible service of alcohol [E]
- SITHFAB004 – Prepare and serve non-alcohol beverages [E]
- SITHFAB005 – Prepare and serve espresso coffee [E]
- SITHFAB007 – Serve food and beverage [E]
- SITHKOP001 – Clean kitchen premises and equipment [E]

#### **This qualification will enable you to**

#### **Gain practical skills and knowledge in:**

- Hospitality industry policies and procedures
- Front of house operations (waitperson)
- Working with colleagues and customers
- Workplace hygiene procedures
- Occupational health and safety



**This industry recognized qualification will provide you with essential skills and knowledge required to work in hotels, restaurants and cafes. Will help you gain access to further hospitality training.**

**Duration:** Delivered over two years under the auspices of VCS as an integral part of the course; Food Science and Technology.

**Cost:** \$25 per annum for issue of Statement of Attainment / Certificate.

**Nominal Hours:** 335

**Pre-requisite:** None.

**Pathway Options:** Certificate III in Hospitality – Operations or Catering.