



**Australian Government**

# **SIT30616 Certificate III in Hospitality**

**Release 1**

## SIT30616 Certificate III in Hospitality

### Modification History

Not applicable.

### Qualification Description

This qualification reflects the role of individuals who have a range of well-developed hospitality service, sales or operational skills and sound knowledge of industry operations. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, food and beverage and gaming.

Possible job titles include:

- espresso coffee machine operator
- food and beverage attendant
- front desk receptionist
- front office assistant
- function attendant
- function host
- gaming attendant
- guest service agent
- housekeeper
- restaurant host
- senior bar attendant
- waiter.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

### Entry Requirements

There are no entry requirements for this qualification.

## Packaging Rules

15 units must be completed:

- 7 core units
- 8 elective units, consisting of:
  - 1 unit from Group A
  - 5 units from Group B
  - 2 units from Group B, Group C, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

### Core units

BSBWOR203	Work effectively with others
SITHIND002	Source and use information on the hospitality industry
SITHIND004	Work effectively in hospitality service
SITXCCS006	Provide service to customers
SITXCOM002	Show social and cultural sensitivity
SITXHRM001	Coach others in job skills
SITXWHS001	Participate in safe work practices

### Elective units

#### Group A

SITHIND001	Use hygienic practices for hospitality service
SITXFSA001	Use hygienic practices for food safety

#### Group B

### Accommodation Services - Front Office, Housekeeping and Porting

CPPCLO2001A	Maintain hard floor surfaces
CPPCLO2004A	Maintain carpeted floors
CPPCLO2009A	Clean glass surfaces
CPPCLO2010A	Clean ceiling surfaces and fittings

CPPCLO2017A	Clean wet areas
CPPCLO2019A	Sort and remove waste and recyclable materials
CPPCLO2035A	Maintain cleaning storage areas
CPPCLO3013A	Clean window coverings
CPPCLO3016A	Wash furniture and fittings
SITHACS001	Clean premises and equipment
SITHACS002	Provide housekeeping services to guests
SITHACS003	Prepare rooms for guests
SITHACS004	Launder linen and guest clothes
SITHACS005	Provide porter services
SITHACS006	Provide valet services
SITHACS007	Conduct night audit
SITHACS008	Provide accommodation reception services
SITTTSL007	Process reservations
SITTTSL010	Use a computerised reservations or operations system

### **Client and Customer Service, and Sales**

SIRXSLS201	Sell products and services
SIRXSLS002A	Advise on products and services
SITXCCS002	Provide visitor information
SITXCCS004	Provide lost and found services
SITXCCS005	Provide club reception services

### **Commercial Cookery and Catering, and Kitchen Operations**

SITHCCC002	Prepare and present simple dishes
SITHCCC003	Prepare and present sandwiches
SITHCCC004	Package prepared foodstuffs
SITHCCC006	Prepare appetisers and salads

SITHKOP001 Clean kitchen premises and equipment

### **Computer Operations and ICT Management**

BSBITU202 Create and use spreadsheets

BSBITU301 Create and use databases

BSBITU306 Design and produce business documents

### **Finance**

BSBFIA301 Maintain financial records

SITXFIN001 Process financial transactions

### **Food and Beverage**

SIRRRPK006A Recommend liquor products

SITHFAB001 Clean and tidy bar areas

SITHFAB002 Provide responsible service of alcohol

SITHFAB003 Operate a bar

SITHFAB004 Prepare and serve non-alcoholic beverages

SITHFAB005 Prepare and serve espresso coffee

SITHFAB006 Provide room service

SITHFAB007 Serve food and beverage

SITHFAB008 Operate and monitor cellar systems

SITHFAB009 Conduct a product tasting for alcoholic beverages

SITHFAB010 Prepare and serve cocktails

SITHFAB011 Provide advice on beers, spirits and liqueurs

SITHFAB012 Provide advice on Australian wines

SITHFAB013 Provide advice on imported wines

SITHFAB014 Provide table service of food and beverage

SITHFAB015 Provide silver service

SITHFAB016 Provide advice on food

SITHFAB017 Provide advice on food and beverage matching

SITHFAB018 Provide gueridon service

### **Food Safety**

SITXFSA001 Use hygienic practices for food safety

SITXFSA002 Participate in safe food handling practices

SITXFSA003 Transport and store food

### **Gaming**

SITHGAM001 Provide responsible gambling services

SITHGAM002 Attend gaming machines

SITHGAM003 Operate a TAB outlet

SITHGAM004 Conduct Keno games

SITHGAM005 Analyse and report on gaming machine data

SITHGAM006 Deal Baccarat games

SITHGAM007 Conduct Big Wheel games

SITHGAM008 Deal Blackjack games

SITHGAM009 Deal Poker games

SITHGAM010 Deal Pontoon games

SITHGAM011 Conduct Rapid Roulette games

SITHGAM012 Conduct Roulette games

SITHGAM013 Conduct Sic Bo games

SITHGAM015 Attend casino gaming machines

SITHGAM016 Deal Caribbean Stud games

SITHGAM017 Deal Casino War games

SITHGAM018 Deal Mississippi Stud games

SITHGAM019 Conduct Rapid Baccarat games

SITHGAM020 Conduct Rapid Big Wheel games

SITHGAM021 Deal Three Card Poker games

### **Working in industry**

SITHIND001 Use hygienic practices for hospitality service

### **Group C**

#### **Administration**

TLIE1005 Carry out basic workplace calculations

#### **Communication and Teamwork**

BSBCMM201 Communicate in the workplace

SITXCOM001 Source and present information

SITXCOM004 Address protocol requirements

#### **E-Business**

SITXEBS001 Use social media in a business

#### **Environmental Sustainability**

BSBSUS201 Participate in environmentally sustainable work practices

#### **First Aid**

HLTAID003 Provide first aid

#### **Inventory**

SITXINV001 Receive and store stock

SITXINV002 Maintain the quality of perishable items

SITXINV003 Purchase goods

#### **Languages other than English**

SITXLAN001 Conduct basic oral communication in a language other than English

SITXLAN002 Conduct routine oral communication in a language other than English

#### **Security**

CPPSEC2012A Monitor and control individual and crowd behaviour

### **Work Health and Safety**

SITXWHS002 Identify hazards, assess and control safety risks

## **Qualification Mapping Information**

SIT30713 Certificate III in Hospitality

### **Links**

Companion Volume Implementation Guide: - <http://www.serviceskills.com.au/resources>