



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIT40307 Certificate IV in Hospitality**

**Revision Number: 1**

## **SIT40307 Certificate IV in Hospitality**

### **Modification History**

Not applicable.

### **Description**

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. The qualification is suitable for an Australian apprenticeship pathway.

#### **Job roles**

Individuals with this qualification are able to perform roles such as:

- supervising the operation of a bar or restaurant
- supervising activities of a front desk or reception
- supervising concierge services
- providing butler services
- supervising gaming operations.

Possible job titles include:

- food and beverage supervisor
- front office supervisor
- concierge
- butler
- gaming supervisor.

#### **Prerequisite requirements**

There are no prerequisites for entry to this qualification.

### **Pathways Information**

Not applicable.

### **Licensing/Regulatory Information**

Not applicable.

### **Entry Requirements**

Not applicable.

## Employability Skills Summary

### EMPLOYABILITY SKILLS SUMMARY

#### SIT40307 Certificate IV in Hospitality

The following table contains a summary of the employability skills required by the hospitality industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

<b>Employability skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
<b>Communication</b>	Communicating with colleagues and customers to determine their specific needs; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers to ensure a positive hospitality experience.
<b>Teamwork</b>	Leading team members, providing instructions and building group cohesion; working with enterprise managers and suppliers as a team member and understanding own lead role in meeting the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
<b>Problem solving</b>	Anticipating problems that may arise with operational activities; mitigating problems by making acceptable adjustments that adhere to the predetermined requirements and customer requests; identifying and clarifying the extent of problems that may arise; taking responsibility for or requesting assistance from enterprise managers and suppliers in resolving issues; using predetermined policies and procedures to guide solutions to operational problems.
<b>Initiative and enterprise</b>	Showing independence and initiative required to take a lead role in delivering the hospitality experience; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient delivery; identifying and discussing a range of hospitality product and service concepts to improve existing product and service options for the enterprise and its customers.
<b>Planning and organising</b>	Collecting, analysing and organising customer, product and supplier information to allow for efficient delivery

<b>Employability skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
	of the hospitality experience; collecting, analysing and selecting appropriate generalist and specialist information to meet the needs of the specific customer group, pacing the delivery of information and service to meet operational and service requirements; participating in continuous improvement by reporting success or deficiencies of the hospitality experience being delivered.
<b>Self-management</b>	Understanding and complying with the legal responsibilities that apply to own role in hospitality sales and service; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering hospitality sales and service; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
<b>Learning</b>	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the general and specialist hospitality knowledge required; sharing information with colleagues.
<b>Technology</b>	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver quality customer service.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the hospitality industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

## Packaging Rules

### QUALIFICATION RULES

To achieve a Certificate IV in Hospitality, 26 units must be completed:

- all 14 core units

- 12 elective units:
  - a minimum of 8 elective units must be selected from the electives listed below
  - the remaining 4 units may be selected from this or another endorsed Training Package or accredited course
  - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

## 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****Accommodation Services**

SITHACS001B	Provide accommodation reception services
SITHACS002B	Conduct night audit
SITHACS003A	Provide porter services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITHACS007B	Launder linen and guests clothes
SITHACS008B	Provide valet service

**Administration**

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information

**Client and Customer Service**

SIRXCCS001A	Apply point-of-sale handling procedures
SITXCCS001B	Provide visitor information
SITXCCS004A	Provide club reception services

**Commercial Cookery and Catering**

SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises

SITHCCC006A	Prepare appetisers and salads
SITHCCC007A	Prepare sandwiches
SITHCCC030A	Package prepared foodstuffs
SITHCCC031A	Operate a fast food outlet
SITHCCC038B	Plan catering for an event or function

**Communication and Teamwork**

SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements

**Computer Operations and ICT Management**

BSBITU102A	Develop keyboard skills
BSBITU201A	Produce simple word processed documents
BSBITU203A	Communicate electronically
BSBITU301A	Create and use databases
BSBITU302A	Create electronic presentations
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBITA401A	Design databases
BSBITU402A	Develop and use complex spreadsheets
BSBWOR204A	Use business technology
CUFIMA01A	Produce and manipulate digital images
ICAS1193B	Connect a workstation to the internet
ICAS2017B	Maintain system integrity

**Environmental Sustainability**

SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices

**Events**

SITXEVT005B	Organise in-house events or functions
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**Finance**

SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN004A	Manage finances within a budget
SITXFIN005A	Prepare and monitor budgets
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA401A	Prepare financial reports

**First Aid**

HLTFA301B	Apply first aid
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**Food and Beverage**

SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB007A	Complete retail liquor sales
SITHFAB008A	Provide room service
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
SITHFAB013A	Provide specialist advice on food
SITHFAB015A	Prepare and serve cocktails
SITHFAB016A	Plan and monitor espresso coffee service
SITHFAB017A	Provide gueridon service
SITHFAB018A	Provide silver service
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB428A	Manage the sale or service of wine
SITHFAB323A	Provide advice on beers, spirits and liqueurs
SITHFAB324A	Provide specialised advice on food and beverage matching
SITHFAB325A	Provide specialised advice on Australian wines
SITHFAB326A	Provide specialised advice on imported wines
SITHFAB227A	Operate and monitor cellar systems

**Food Safety**

SITXFSA001A	Implement food safety procedures
SITXFSA003A	Transport and store food in a safe and hygienic manner

**Gaming**

SITHGAM001A	Attend gaming machines
SITHGAM002A	Operate a TAB outlet
SITHGAM003A	Conduct a Keno game
SITHGAM004B	Analyse and report on gaming machine data
SITHGAM006A	Provide responsible gambling services
SITHGAM007A	Operate table games
SITHGAM008A	Deal a Baccarat game
SITHGAM009A	Conduct a Big Wheel game
SITHGAM010A	Deal a Blackjack game
SITHGAM011A	Deal a Poker game
SITHGAM012A	Deal a Pontoon game
SITHGAM013A	Conduct a Rapid Roulette game
SITHGAM014A	Conduct a Roulette game
SITHGAM015A	Conduct a Sic Bo game
SITHGAM016A	Spruik at a games location

**Governance and Legal Compliance**

SITXGLC001A	Develop and update legal knowledge required for business compliance
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**Human Resource Management**

SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM004A	Manage volunteers
SITXHRM006A	Monitor staff performance
SITXHRM009A	Provide mentoring support to business colleagues

**Languages other than English**

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN4__A	Conduct complex workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
SITXLAN6__A	Read and write workplace documents in a language other than English

**Management and Leadership**

SITXMGT002A	Develop and implement operational plans
SITXMGT004A	Develop and implement a business plan
SITXMGT006A	Establish and conduct business relationships

**Marketing and Public Relations**

SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities
SITXMPR006A	Participate in cooperative online marketing initiatives for the tourism industry
BSBMKG401B	Profile the market

**Merchandising**

SIRXMER001A	Merchandise products
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**Occupational Health and Safety**

SITXOHS003B	Identify hazards, and assess and control safety risks
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**Quality and Innovation**

SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work

**Risk Management and Security**

CPPSEC2012A	Monitor and control individual and crowd behaviour
CPPSEC3018A	Provide for the safety of persons at risk
SIRXRSK001A	Minimise theft
SITXCCS305A	Provide lost and found facility

**Sales**

SIRXSLS001A            Sell products and services

SIRXSLS002A            Advise on products and services

**Tourism Sales and Operations**

SITTTSL001A            Operate an online information system

SITTTSL002A            Access and interpret product information

SITTTSL005A            Sell tourism products and services

SITTTSL006B            Prepare quotations

SITTTSL007B            Receive and process reservations

SITTTSL008B            Book and coordinate supplier services

SITTTSL009B            Process travel-related documentation

SITTTSL010B            Control reservations or operations using a computerised system

SITTTSL011A            Maintain a product inventory

**Working in Industry - Hospitality**

SITHIND001B            Develop and update hospitality industry knowledge

**Working in Industry - Tourism**

SITTIND001B            Develop and update tourism industry knowledge

Examples of elective units relevant to specific job outcomes and hospitality contexts at this level are as follows:

***Food and beverage supervisor***

BSBCMN107A Operate a personal computer  
BSBITU201A Produce simple word 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

***Concierge or butler***

BSBCMN107A Operate a personal computer  
SITHACS003A Provide porter services  
SITHACS008B Provide valet service  
SITTIND001B Develop and update tourism industry knowledge  
SITTTSL002A Access and interpret product information  
SITTTSL008B Book and coordinate supplier services  
SITTTSL009B Process travel-related documentation  
SITXADM001A Perform office procedures  
SITXCCS001B Provide visitor information  
SITXFIN001A Process financial transactions  
SITXFIN004A Manage finances within a budget  
SITXLAN1\_\_A Conduct basic workplace oral communication in a language other than English

***Gaming supervisor in a club, hotel or casino***

BSBCMN107A Operate a personal computer  
SITHFAB004A Provide food and beverage service  
SITHFAB009A Provide responsible service of alcohol  
SITHGAM001A Attend gaming machines  
SITHGAM002A Operate a TAB outlet  
SITHGAM003A Conduct a Keno game  
SITHGAM004B Analyse and report on gaming machine data  
SITHGAM006A Provide responsible gambling services  
SITXADM001A Perform office procedures  
SITXFIN004A Manage finances within a budget  
SITXGLC001A Develop and update legal knowledge required for business compliance  
SITXHRM003A Roster staff

***Front office supervisor***

BSBCMN107A Operate a personal computer  
BSBITU306A Design and produce business documents  
SITHACS001B Provide accommodation reception services  
SITTTSL007B Receive and process reservations

SITTTSL010B 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