



**Australian Government**

# **SITSS00042 Service for International Visitors**

**Release 1**

## SITSS00042 Service for International Visitors

### Modification History

Not applicable.

### Description

A set of skills to equip individuals in cross-cultural communication and customer service for international visitors.

### Pathways Information

Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, guiding, holiday parks and resorts in the SIT Tourism, Travel and Hospitality Training Package.

### Licensing/Regulatory Information

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

### Skill Set Requirements

| Unit code  | Unit title                                                        |
|------------|-------------------------------------------------------------------|
| SITXCCS006 | Provide service to customers                                      |
| SITXCOM002 | Show social and cultural sensitivity                              |
| SITXLAN001 | Conduct basic oral communication in a language other than English |

### Target Group

This skill set is for those tourism, travel and hospitality industry frontline service personnel who deal directly with visitors from international markets on a daily basis.

## **Suggested words for Statement of Attainment**

These units of competency from the SIT Tourism, Travel and Hospitality Training Package provide a set of skills to provide quality service tailored to the cultural and language needs of international visitors.