



**Australian Government**

# **SITSS00091 Service for International Visitors**

**Release 1**

# SITSS00091 Service for International Visitors

## Modification History

Not applicable.

## Description

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

## Pathways Information

Achievement of these units provides credit towards qualifications 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                                                        |
|------------|-------------------------------------------------------------------|
| SITXCCS014 | Provide service to customers                                      |
| SITXCOM007 | Show social and cultural sensitivity                              |
| SITXLAN007 | 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 a quality service tailored to the cultural and language needs of international visitors.