

## SIT20207 Certificate II in Hospitality

### Descriptor

This qualification provides the skills and knowledge for an individual to be competent in a range of activities and functions requiring basic operational knowledge and limited practical skills in a defined context. Work would be undertaken in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops.

Individuals may work with some autonomy or in a team but usually under close supervision.

The qualification is suitable for an Australian apprenticeship pathway and for VET in Schools delivery.

### Job roles

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

- undertaking mise en place prior to service
- serving food and beverage to tables
- preparing and serving drinks at a bar
- selling beverages in a retail liquor outlet
- attending gaming machines
- providing housekeeping services
- providing reception or front desk services
- providing assistance in a catering operation.

Possible job titles include:

- bar attendant
- bottle shop attendant
- catering assistant
- food and beverage attendant
- housekeeping attendant
- porter
- receptionist or front office assistant
- gaming attendant.

### Prerequisite requirements

There are no prerequisites for entry to this qualification.

## QUALIFICATION RULES

To achieve a Certificate II in Hospitality, 12 units must be completed:

- all 6 core units
- 6 elective units:

For this qualification, electives may be selected to meet either a specialist or multi-skilled job outcome, as follows.

### Specialisations:

- a specialisation may be achieved by selecting a minimum of 4 elective units from either Specialisation Group A – Food and Beverage or Specialisation Group B – Accommodation Services.
- the remaining units may be selected from the general elective units listed below, or from any endorsed Training Package
- a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

### Multi-skilling:

- a minimum of 4 elective units must be selected from the general elective units listed below
- a maximum of 2 elective units may be selected from the Commercial Cookery and Catering units below
- the remaining units may be selected from any endorsed Training Package
- 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

SITHIND001A	Develop and update hospitality industry knowledge
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXOHS001A	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
<i>Plus one of the following:</i>	
SITHFAB020A	Apply food and beverage skills in the workplace*
SITHIND002A	Apply hospitality skills in the workplace**

\* For candidates completing a Food and Beverage specialisation, SITHFAB020A Apply food and beverage skills in the workplace must be completed.

\*\* For candidates NOT completing a Food and Beverage specialisation, SITHIND002A Apply hospitality skills in the workplace must be completed.

**SPECIALISATION GROUP A – FOOD AND BEVERAGE****Food and Beverage**

SITHFAB001A	Clean and tidy bar areas
SITHFAB002A	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB006A	Operate cellar systems
SITHFAB007A	Complete retail liquor sales
SITHFAB008A	Provide room service
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010A	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012A	Prepare and serve espresso coffee

**SPECIALISATION GROUP B – ACCOMMODATION SERVICES****Accommodation Services**

SITHACS001A	Provide accommodation reception services
SITHACS003A	Provide porter services
SITHACS004A	Provide housekeeping services to guests
SITHACS005A	Prepare rooms for guests
SITHACS006A	Clean premises and equipment
SITHACS007A	Laundry linen and guest clothes

**Client and Customer Service**

SITXCCS001A	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures

**Tourism Sales and Operations**

SITTTSL007A	Receive and process reservations
SITTTSL010A	Control reservations or operations using a computerised system

**GENERAL ELECTIVE UNITS****Accommodation Services**

SITHACS001A	Provide accommodation reception services
SITHACS003A	Provide porter services
SITHACS004A	Provide housekeeping services to guests
SITHACS005A	Prepare rooms for guests
SITHACS006A	Clean premises and equipment
SITHACS007A	Launder linen and guest clothes

**Administration**

SITXADM001A	Perform office procedures
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**Client and Customer Service**

SITXCCS001A	Provide visitor information
SITXCCS002A	Provide quality customer service
SIRXCCS001A	Apply point-of-sale handling procedures
SITXCCS004A	Provide club reception services

**Commercial Cookery and Catering**

SITHCCC001A	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003A	Receive and store kitchen supplies
SITHCCC004A	Clean and maintain kitchen premises
SITHCCC006A	Prepare appetisers and salads
SITHCCC007A	Prepare sandwiches
SITHCCC030A	Package prepared foodstuffs
SITHCCC031A	Operate a fast food outlet

**Finance**

SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records

**Food and Beverage**

SITHFAB001A	Clean and tidy bar areas
SITHFAB002A	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB006A	Operate cellar systems
SITHFAB007A	Complete retail liquor sales
SITHFAB008A	Provide room service
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010A	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012A	Prepare and serve espresso coffee

<b>GENERAL ELECTIVE UNITS (CONTINUED)</b>	
<b>Food Safety</b>	
SITXFSA003A	Transport and store food in a safe and hygienic manner
<b>Gaming</b>	
SITHGAM001A	Attend gaming machines
SITHGAM002A	Operate a TAB outlet
SITHGAM003A	Conduct a Keno game
SITHGAM006A	Provide responsible gambling services
<b>Inventory</b>	
SITXINV001A	Receive and store stock
<b>Risk Management and Security</b>	
PRSSO217A	Provide lost and found facility
<b>Languages other than English</b>	
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
<b>Tourism Sales and Operations</b>	
SITTTSL007A	Receive and process reservations
SITTTSL010A	Control reservations or operations using a computerised system
<b>Working in Industry – Tourism</b>	
SITTIND001A	Develop and update tourism industry knowledge

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

***Bar attendant in a club or hotel (Food and Beverage specialisation)***

SITHFAB001A Clean and tidy bar areas  
 SITHFAB002A Operate a bar  
 SITHFAB006A Operate cellar systems  
 SITHFAB009A Provide responsible service of alcohol  
 SITHGAM006A Provide responsible gambling services  
 SITXFIN001A Process financial transactions

***Retail liquor outlet attendant (Food and Beverage specialisation)***

SITHFAB002A Operate a bar  
 SITHFAB006A Operate cellar systems  
 SITHFAB007A Complete retail liquor sales  
 SITHFAB009A Provide responsible service of alcohol  
 SITXFIN001A Process financial transactions  
 SITXINV001A Receive and store stock

***Catering assistant (Multi-skilling)***

SIRXCCS001A Apply point-of-sale handling procedures  
SITHACS006A Clean premises and equipment  
SITHCCC030A Package prepared foodstuffs  
SITHFAB003A Serve food and beverage to customers  
SITXFSA003A Transport and store food in a safe and hygienic manner  
SITXINV001A Receive and store stock

***Food and beverage attendant in a cafe (Multi-skilling)***

SIRXCCS001A Apply point-of-sale handling procedures  
SITHACS006A Clean premises and equipment  
SITHCCC007A Prepare sandwiches  
SITHFAB003A Serve food and beverage to customers  
SITHFAB010A Prepare and serve non-alcoholic beverages  
SITHFAB012A Prepare and serve espresso coffee

***Waiter in a hotel restaurant (Food and Beverage specialisation)***

SITHFAB004A Provide food and beverage service  
SITHFAB005A Provide table service of alcoholic beverages  
SITHFAB009A Provide responsible service of alcohol  
SITHFAB011A Develop and update food and beverage knowledge  
SITHFAB012A Prepare and serve espresso coffee  
SITXFIN001A Process financial transactions

***Housekeeping attendant (Accommodation Services specialisation)***

SITHACS004A Provide housekeeping services to guests  
SITHACS005A Prepare rooms for guests  
SITHACS006A Clean premises and equipment  
SITHACS007A Launder linen and guest clothes  
SITXCCS001A Provide visitor information  
SITXINV001A Receive and store stock

***Porter (Multi-skilling)***

PRSSO217A Provide lost and found facility  
SITHACS003A Provide porter services  
SITTIND001A Develop and update tourism industry knowledge  
SITXCCS001A Provide visitor information  
SITXCCS002A Provide quality customer service  
SITXLAN1\_\_A Conduct basic workplace oral communication in a language other than English

***Receptionist in a motel (Accommodation Services specialisation)***

SITHACS001A Provide accommodation reception services  
SITTTSL007A Receive and process reservations  
SITTTSL010A Control reservations or operations using a computerised system  
SITXADM001A Perform office procedures  
SITXCCS001A Provide visitor information  
SITXFIN002A Maintain financial records

***Gaming attendant in a club or hotel (Multi-skilling)***

SITHFAB003A Serve food and beverage to customers  
SITHGAM001A Attend gaming machines  
SITHGAM002A Operate a TAB outlet  
SITHGAM003A Conduct a Keno game  
SITHGAM006A Provide responsible gambling services  
SITXFIN001A Process financial transactions

## EMPLOYABILITY SKILLS SUMMARY

### SIT20207 Certificate II 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.

Employability skill	Industry/enterprise requirements for this qualification include:
<b>Communication</b>	Communicating with colleagues and customers to assist with the coordination of customer's hospitality experience; interpreting verbal and written information on hospitality products and customer requirements; providing clear and accurate verbal and written information to customers and colleagues in a culturally appropriate manner to ensure a positive hospitality experience.
<b>Teamwork</b>	Working as a team member, taking instructions from others and understanding own role in servicing the needs of the hospitality customer; supporting other team members to coordinate hospitality sales and operational activities to achieve quality service delivery of the hospitality product; respecting the cultural diversity of team members and seeking their assistance to service the culturally diverse needs of hospitality customers.
<b>Problem solving</b>	Thinking about problems that relate to own role in hospitality sales and operational activities; avoiding problems by planning own day-to-day operational activities; clarifying the extent of problems and requesting assistance from team members and supervisors in resolving operational details; using predetermined policies and procedures to guide solutions to customer or operational problems associated with hospitality sales and service.
<b>Initiative and enterprise</b>	Identifying and discussing better ways to coordinate hospitality sales and operational activities and to manage safety risks by participating in group risk assessment activities.
<b>Planning and organising</b>	Collecting, analysing and organising information to allow for efficient coordination of hospitality sales and operational activities; using appropriate predetermined policies and procedures to guide hospitality selling and operational activities.
<b>Self-management</b>	Understanding and complying with the legal responsibilities that apply to own role in servicing the hospitality customer; knowing own job role and responsibilities in hospitality sales and operational activities; seeking feedback and guidance from supervisors on success in hospitality sales and operational activities.
<b>Learning</b>	Knowing the structure of networks within and sources of new information on the hospitality industry to enable the sourcing of ongoing learning opportunities; proactively seeking and sharing information with colleagues on new hospitality products and services.
<b>Technology</b>	Understanding the operating capability of and selecting and using technology that assists in hospitality sales and operational activities; correctly using equipment to ensure personal safety in the workplace.

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.