

SIT30707 Certificate III in Hospitality

Descriptor

This qualification provides the skills and knowledge for an individual to be competent in skilled operations with the need to apply discretion and judgement. Work would be undertaken in various hospitality settings, such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. Individuals may have some responsibility for others and provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

Job roles

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

- preparing and serving drinks at a bar
- preparing and serving espresso coffee
- serving food, wine and other beverages at tables
- providing reception or front desk services
- providing housekeeping services
- providing gaming services.

Possible job titles include:

- bar attendant
- barista
- waiter
- wine waiter
- front desk receptionist
- housekeeper
- gaming attendant.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

QUALIFICATION RULES

To achieve a Certificate III in Hospitality, 16 units must be completed:

- all 8 core units
- 8 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 6 units from either Specialisation Group A – Food and Beverage, Specialisation Group B – Accommodation Services, or Specialisation Group C – Gaming
- the remaining units may be selected from the general elective units below or any endorsed Training Package.

Multi-skilling:

- a minimum of 6 elective units must be selected from the general elective units listed 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
SITXCCS002A	Provide quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXHRM001A	Coach others in job skills
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures

Plus one of the following:

SITHFAB021A	Provide and coordinate food and beverage service *
SITHIND003A	Provide and coordinate hospitality service **

* For candidates completing a Food and Beverage specialisation, SITHFAB021A Provide and coordinate food and beverage service must be completed.

** For candidates NOT completing a Food and Beverage specialisation, SITHIND003A Provide and coordinate hospitality service must be completed.

SPECIALISATION GROUP A – FOOD AND BEVERAGE

Food and Beverage

SITHFAB001B	Clean and tidy bar areas
SITHFAB002B	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB227A	Operate and monitor cellar systems
SITHFAB007A	Complete retail liquor sales
SITHFAB008A	Provide room service
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010B	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012A	Prepare and serve espresso coffee
SITHFAB013A	Provide specialist advice on food
SITHFAB015A	Prepare and serve cocktails
SITHFAB017A	Provide gueridon service
SITHFAB018A	Provide silver service
SITHFAB222A	Conduct a product tasting for alcoholic beverages
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

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

SITHACS001A	Provide accommodation reception services
SITHACS002A	Conduct night audit
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
SITHACS008A	Provide valet service

Client and Customer Service

SITXCCS001B	Provide visitor information
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Computer Operations and ICT Management

BSBITU306A	Design and produce business documents
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Tourism Sales and Operations

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

SPECIALISATION GROUP C – GAMING**Computer Operations and ICT Management**

BSBWOR204A Use business technology

Gaming

SITHGAM001A Attend gaming machines
 SITHGAM002A Operate a TAB outlet
 SITHGAM003A Conduct a Keno game
 SITHGAM004A 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

Finance

SITXFIN001A Process financial transactions
 SITXFIN002A Maintain financial records

GENERAL ELECTIVE UNITS**Accommodation Services**

SITHACS001A Provide accommodation reception services
 SITHACS002A Conduct night audit
 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
 SITHACS008A 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

GENERAL ELECTIVE UNITS	
Client and Customer Service	
SITXCCS001B	Provide visitor information
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
Communication and Teamwork	
SITXCOM003A	Deal with conflict situations
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
BSBITU301A	Create and use databases
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBWOR204A	Use business technology
Environmental Sustainability	
SITXENV001A	Participate in environmentally sustainable work practices
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN003A	Interpret financial information
BSBFIA303A	Process accounts payable and receivable
First Aid	
HLTFA301B	Apply first aid

GENERAL ELECTIVE UNITS

Food and Beverage

SITHFAB001B	Clean and tidy bar areas
SITHFAB002B	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB227A	Operate and monitor cellar systems
SITHFAB007A	Complete retail liquor sales
SITHFAB008A	Provide room service
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010B	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012A	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
SITHFAB325A	Provide specialised advice on Australian wines

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
SITHGAM004A	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

GENERAL ELECTIVE UNITS	
Inventory	
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
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
SITXLAN5__A	Read and write workplace information in a language other than English
Occupational Health and Safety	
SITXOHS003B	Identify hazards, and assess and control safety risks
SITXOHS004B	Implement and monitor workplace health, safety and security practices
Quality and Innovation	
SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work
Risk Management and Security	
CPPSEC3018A	Provide for the safety of persons at risk
CPPSEC2012A	Monitor and control individual and crowd behaviour
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	
SITTTSL007A	Receive and process reservations
SITTTSL010A	Control reservations or operations using a computerised system

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

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

SITHFAB001B Clean and tidy bar areas
 SITHFAB002B Operate a bar
 SITHFAB009A Provide responsible service of alcohol
 SITHFAB015A Prepare and serve cocktails
 SITHFAB325A Provide specialised advice on Australian wines
 SITHFAB227A Operate and monitor cellar systems
 SITXFIN001A Process financial transactions
 SITXINV001A Receive and store stock

Coffee machine operator or waiter in a small cafe (Food and Beverage specialisation)

SITHCCC001A Organise and prepare food
 SITHCCC007A Prepare sandwiches
 SITHFAB004A Provide food and beverage service
 SITHFAB005A Provide table service of alcoholic beverages
 SITHFAB009A Provide responsible service of alcohol
 SITHFAB010B Prepare and serve non-alcoholic beverages
 SITHFAB011A Develop and update food and beverage knowledge
 SITHFAB012A Prepare and serve espresso coffee
 SITXFIN001A Process financial transactions
 SITXOHS002A Follow workplace hygiene procedures

Waiter in a fine dining restaurant (Food and Beverage specialisation)

SITHFAB003A Serve food and beverage to customers
 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
 SITHFAB018A Provide silver service
 SITHFAB325A Provide specialised advice on Australian wines
 SITXFIN001A Process financial transactions

Wine waiter in a restaurant (Multi-skilling)

SITHFAB005A Provide table service of alcoholic beverages
 SITHFAB009A Provide responsible service of alcohol
 SITHFAB011A Develop and update food and beverage knowledge
 SITHFAB013A Provide specialist advice on food
 SITHFAB222A Conduct a product tasting for alcoholic beverages
 SITHFAB325A Provide specialised advice on Australian wines
 SITXFIN001A Process financial transactions

Front desk receptionist in a hotel (Accommodation Services specialisation)

BSBITU306A Design and produce business documents
SITHACS001A Provide accommodation reception services
SITHACS002 Conduct night audit
SITTTSL007A Receive and process reservations
SITTTSL010A Control reservations or operations using a computerised system
SITXADM001A Perform office procedures
SITXCCS001B Provide visitor information
SITXFIN001A Process financial transactions

Gaming attendant in club, hotel or casino (Gaming specialisation)

SITHFAB005A Provide table service of alcoholic beverages
SITHFAB009A Provide responsible service of alcohol
SITHGAM001A Attend gaming machines
SITHGAM002A Operate a TAB outlet
SITHGAM003A Conduct a Keno game
SITHGAM004A Analyse and report on gaming machine data
SITHGAM006A Provide responsible gambling services
SITXFIN001A Process financial transactions

EMPLOYABILITY SKILLS SUMMARY

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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:
Communication	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.
Teamwork	Working as a skilled team member providing instructions, building group cohesion and applying discretion and judgement as needed; understanding own role in delivering the hospitality experience and servicing the needs of customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
Problem solving	Anticipating problems that may arise with operational activities; mitigating problems by making acceptable adjustments to operational activities that adhere to the predetermined requirements and customer requests; identifying and clarifying the extent of problems that arise during operational activities, taking responsibility for or requesting assistance from other team members in resolving issues; using predetermined policies and procedures to guide solutions to operational problems.
Initiative and enterprise	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 operational 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.
Planning and organising	Collecting, analysing and organising customer and product information to allow for efficient delivery of the hospitality experience; collecting, analysing and selecting appropriate information to meet the needs of the specific customer group, pacing the delivery of information and service to meet operational and customer requirements; participating in continuous improvement by reporting successes or deficiencies of the hospitality experience being delivered.
Self-management	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.
Learning	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 hospitality knowledge required; sharing information with colleagues.
Technology	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.