



HOSPITALITY – FOOD & BEVERAGE

SIT20316 Certificate II in Hospitality

This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.

Skills and knowledge will prepare the students in providing effective hospitality service to customers.

Hours	240 hours	Training Package	SITv1.2
Type	Board Developed Course	Work Placement	Mandatory 70 hours
Unit Value	2 unit Preliminary 2 unit HSC	SBAT	Opportunity to complete a School Based Apprenticeship or a Traineeship and gain credit towards the HSC
Specialisation	Yes	Recognition	National AQF and HSC Qualification
HSC Exam	Yes	ATAR	Yes

ASSESSMENT

This course is competency based and the student’s performance is assessed against prescribed industry standards. Assessment methods may include:

- Observation
- Student Demonstration
- Questioning
- Written tasks
- Tests

DUTIES AND TASKS OF A WAITER

- Take restaurant reservations
- Set tables with clean linen or placemats, cutlery, crockery and glasses
- Welcome and seat customers and hand menus to them
- Talk to guests about the menu and drinks and recommend combinations
- In some cases, promote local produce and attractions to visitors from interstate and overseas
- Take customers' orders and pass them to kitchen staff or bar attendants
- Serve food and drinks
- Carve meat
- Make up bills and present them to customers
- Handle money or credit cards
- Clear tables and return dishes and cutlery to kitchens.

PERSONAL REQUIREMENTS

- Neat personal appearance
- A high level of personal hygiene
- Good communication skills
- Good memory
- Polite and patient
- Friendly and efficient
- Enjoy working with people
- Able to work as part of a team
- Able to handle money
- Able to cope with the physical demands of the job

RELATED OCCUPATIONS

- bar attendant,
- café attendant,
- catering assistant,
- food and beverage attendant,
- front office assistant,
- porter, room attendant

FURTHER STUDY

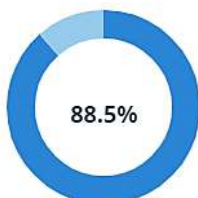
After achieving SIT20316 Certificate II in Hospitality, individuals could progress to a wide range of other qualifications in the hospitality and broader service industries, for example:

- Certificate III in Commercial Cookery
- Certificate III in Hospitality
- Certificate III in Tourism

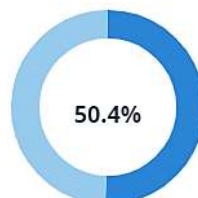
STUDENT OUTCOMES FOR CERTIFICATE II IN HOSPITALITY

These are the outcomes of graduates surveyed six months after completing their training.

Satisfied with Training



Improved Work Status



Salary

