

SIT20207

Certificate II in Hospitality

Course information and vocational outcomes

This is an accredited course that 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.

This qualification is suitable for an Australian apprenticeship pathway and for VET in Schools. There are no pre-requisites for entry to this qualification.

Individuals with this qualification will be able to perform tasks 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; or providing assistance in a catering operation. Completion of this qualification could lead to possible jobs such as: bar attendant; bottle shop attendant; catering assistant; food and beverage attendant; housekeeping attendant; porter; receptionist or front office assistant; or gaming attendant.

To complete this course twelve units must be successfully undertaken. The requirements for successful completion include:

- all six core units
- six elective units which must be selected from the list below.
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 four 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 one Languages other than English unit may be counted as an elective within this qualification.

Multi-skilling:

- a minimum of four elective units must be selected from the general elective units
- a maximum of two elective units may be selected from the Commercial Cookery and Catering units
- the remaining units may be selected from any endorsed Training Package
- a maximum of one 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

Holistic units

There are two holistic units within this qualification. These units are:

- SITHFAB020A Apply food and beverage skills in the workplace (for those completing a Food and Beverage specialisation)
- SITHIND002A Apply hospitality skills in the workplace (for those NOT completing a Food and Beverage specialisation)

Evidence for these units (above) will be collected through normal work activities undertaken as part of the Workplace Based Training component of an Australian Apprenticeship pathway. This evidence will be documented in the Training Plan detailing units undertaken, delivery strategies and assessment. A sample of a Training Plan is found at: <http://www.otte.vic.gov.au/togtp.asp>

Employability skills

The following is a summary of the employability skills/enterprise requirements for this qualification. It should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options:

Communication:

- 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

Teamwork

- 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

Problem solving

- 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 pre-determined policies and procedures to guide solutions to customer or operational problems associated with hospitality sales and service

Initiative and enterprise

- Identifying and discussing better ways to coordinate hospitality sales and operational activities and to manage safety risks by participating in group risk assessment activities

Planning and organising

- 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

Self management

- 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

Learning

- 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

Technology

- 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 tourism 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.

This summary of employability skills that are typical of this qualification and should not be interpreted as definitive

The nominal hours allocated to complete this course are between 151 and 405 hours depending on the elective units selected.

Completion of this course carries with it a Nationally Recognised Certificate.

Course content

Core units:

- **SITHIND001A - Develop and update hospitality industry knowledge (25 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to develop and update knowledge of the hospitality industry, including the role of different industry sectors and key legal and ethical issues that must be considered by hospitality industry personnel in their day-to-day work. This knowledge underpins effective performance in the hospitality industry. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit describes a key function for all people working in the hospitality industry who require an essential and broad knowledge of the hospitality industry to support all work activities. They may work within any hospitality industry sector, in any location and for any organisation type. This unit does not require an in-depth knowledge of every feature of the hospitality industry. It focuses on the ability to collect and interpret general industry information. It covers the initial and ongoing development of a person's required knowledge base.)

 1. Seek information on the hospitality industry
 2. Source and apply information on legal and ethical issues for the hospitality industry
 3. Update hospitality industry knowledge

- **SITXCOM001A - Work with colleagues and customers (25 nominal hours)**
(This unit describes the performance outcomes, interpersonal, communication and customer service skills and knowledge required to work in the service industries. This is a core unit underpinning all other units involving interaction with colleagues and customers. Key required skills and knowledge for this role include meeting personal presentation standards, establishing rapport with customers, determining and addressing customer needs and expectations, dealing with complaints, working in teams and using appropriate communication techniques and mediums. This unit contains employability skills. This unit applies across the service industries to all job roles and levels and in particular to the full range of tourism and hospitality industry sectors and environments. It applies to those who deal directly with customers as well as back-of-house staff or those working in reception areas; in an office; and on tour or on site, such as food and beverage attendants, housekeeping attendants, porters and concierge staff, guides, front office personnel, tour coordinators, event coordinators and retail travel consultants.)

 1. Communicate with customers
 2. Maintain personal presentation standards
 3. Provide service to colleagues and customers
 4. Respond to conflicts and customer complaints
 5. Work in a team

- **SITXCOM002A - Work in a socially diverse environment (20 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to be culturally aware when serving customers and working with colleagues from diverse backgrounds. It requires the ability to communicate with people of different social and cultural backgrounds with respect and sensitivity and address cross-cultural misunderstandings. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit describes a fundamental communication skill for those working within the service industries and applies to the full range of industry sectors and environments. All personnel at all levels would apply this skill, but it does describe a basic operational level of communication of minimal complexity.)

 1. Communicate with customers and colleagues from diverse backgrounds
 2. Address cross-cultural misunderstandings

- **SITXOHS001B - Follow health, safety and security procedures (10 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to follow predetermined health, safety and security procedures. It requires the ability to incorporate safe work practices into all workplace activities and to participate in the organisation's OHS management practices. OHS legislation in all Australian states and territories imposes obligations on employees to participate in the management of their own health and safety and that of their colleagues and anyone else in the workplace. They have a duty to cooperate with their employer's initiatives to ensure safety at work. No occupational licensing or certification requirements apply to this unit at the time of endorsement. This unit is one of three hierarchical units describing varying levels of participation in OHS management practices: SITXOHS001B 'Follow health, safety and security procedures'; SITXOHS004B 'Implement and monitor workplace health, safety and security practices'; SITXOHS005A 'Establish and maintain an OHS system'. The use of correct hygiene practices is covered in SITXOHS002A 'Follow workplace hygiene procedures'. The processes necessary to control specific workplace safety risks are covered in SITXOHS003B 'Identify hazards, and assess and control safety risks'. This unit describes a fundamental workplace skill for those working within the service industries and applies to the full range of industry sectors and environments. Frontline operational personnel who work under close supervision and guidance from others are involved in applying safe work practices during the normal course of their daily activities. They would be required to apply little discretion and judgement because they operate within predefined organisational OHS procedures. Safe working practices and following OHS procedures apply to all personnel operating at any level within the service industries. This unit contains employability skills.)

1. Follow workplace procedures for health, safety and security
2. Follow procedures for emergency situations
3. Participate in the organisation's OHS practices

- **SITXOHS002A - Follow workplace hygiene procedures (15 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to apply good hygiene practices within a range of service industry operations. It requires the ability to follow predetermined procedures, identify and control simple hazards and take particular hygiene measures to ensure the non-contamination of food and other items that might put customers, colleagues and self at a health risk. This unit is one of three hierarchical units describing varying levels of participation in food safety processes: SITXOHS002A 'Follow workplace hygiene procedures'; SITXFSA001A 'Implement food safety procedures'; SITXFSA002A 'Develop and implement a food safety program'. Food safety is nationally legislated by the Food Standards Australia New Zealand Act 1991 which provides for the operation of a statutory authority known as Food Standards Australia New Zealand. The Australia New Zealand Food Standards Code (the Code) developed by this authority contains an individual standard for food safety practices. A large component of that standard deals with the health and hygiene of food handlers. This unit of competency complies with the legislative requirements for food safety and hygiene practices as outlined in the Code. The legislative requirement for a business to comply with the national standard for food safety practices, along with training and certification requirements, differs between state and territory governments. In some cases food handlers, especially designated food safety supervisors, may be required to formally achieve competence in hygiene practices through a registered training organisation that may use this unit as the basis for their training. This unit contains employability skills. Personal hygiene practices underpin a range of service industry activities. They are particularly important within a food safety regime, but can also apply to housekeeping activities and anywhere where poor hygiene could provide a contamination risk. Poor hygiene practices can risk the health of customers, colleagues and self. For the purposes of food safety, this unit only has application to hospitality, commercial catering and retail venues where food is stored, prepared, displayed and served. It will apply to any venue that operates a permanent or temporary kitchen or smaller food preparation area, such as restaurants, cafes, clubs, hotels, attractions, events and conference venues, fast food restaurants, retail food outlets such as sandwich shops and food court outlets. It would apply to tour operators involved in the preparation and service of food at temporary sites. Other industries will need to access industry-specific food safety units of competency. This unit applies to frontline operational personnel who work under close supervision and guidance from others during the normal course of their daily activities. They would be required to apply little discretion and judgement because they operate within predefined organisational hygiene procedures. Personal hygiene practices apply to all personnel operating at all levels within the service industries, such as kitchen hands, cooks, chefs, catering staff, food and beverage attendants, housekeeping and, laundry staff, sandwich hands, cafe and fast food outlet cooking crew and sales people and owner-operators of small business catering operations or retail food outlets.)

1. Follow hygiene procedures and identify hygiene hazards
2. Report any personal health issues
3. Prevent food and other item contamination
4. Prevent cross-contamination by washing hands

Choose one of the following units:

- For those completing a Food and Beverage specialisation choose unit SITHFAB020A
- For those NOT completing a Food and Beverage specialisation choose unit SITHIND002A

• **SITHFAB020A - Apply food and beverage skills in the workplace (holistic unit)**

*(This unit describes the performance outcomes, skills and knowledge required to organise, prepare and serve food, and alcoholic and non-alcoholic beverages to customers. It incorporates all aspects of organising, preparing and serving a variety of menu items and alcoholic and non-alcoholic beverage items for a service period in a hospitality enterprise, using a range of service methods and team coordination skills. The unit integrates key technical and organisational skills required by a food and beverage attendant. It brings together the skills and knowledge covered in individual units and focuses on the way these must be applied in a commercial cafe, dining room or restaurant. It requires individual responsibility or autonomy in relation to own work roles and responsibilities and collaboration with others as part of a team or group. State or territory licensing requirements may apply. This unit contains employability skills. This unit applies to individuals who apply a defined range of skills and knowledge to food and beverage services in various hospitality venues and settings. **Pre-requisite units:** SITHFAB003A 'Serve food and beverage to customers'; SITHFAB009A 'Provide responsible service of alcohol'; SITXOHS002A 'Follow workplace hygiene procedures'.)*

1. Prepare for food and beverage service
2. Serve menu, bar and wine list items to customers
3. Complete end of service procedures

OR

• **SITHIND002A - Apply hospitality skills in the workplace (holistic unit)**

(This unit describes the performance outcomes, skills and knowledge required to apply hospitality skills in the workplace. The unit integrates a defined range of key technical and organisational skills required by service staff to provide a range of organisation products and services to multiple and diverse customers. The unit brings together the skills and knowledge acquired in individual units and focuses on the way these must then be applied in a hospitality setting. It incorporates preparation, service and closedown, using a range of techniques, equipment and materials. It requires individual responsibility or autonomy in relation to own work roles and responsibilities and collaboration with others as part of a team or group. State and territory licensing requirements may apply. This unit contains employability skills. This unit applies to a range of accommodation, catering and food and beverage services in various hospitality venues and settings such as hotels, restaurants, clubs, pubs, motels, gaming operations and catering outlets.)

1. Organise and prepare for service
2. Provide service
3. Close down after service

Specialisation Group A – Food and beverage

Food and beverage:

- **SITHFAB001B - Clean and tidy bar areas (10 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to provide general assistance in a bar area. It includes the skills to clean and tidy bars and public areas, including collecting glasses and interacting with customers. It does not include the preparation and service of alcoholic beverages which is found in the unit SITHFAB002B 'Operate a bar'. Some states and territories will have legislative requirements in relation to the service of alcohol. This unit reflects the role of a 'bar useful' or may be part of the role of a bar attendant in various hospitality establishments where alcoholic beverages are served such as bars, restaurants and hotels. Persons undertaking the role of bar useful work as part of a team under direct supervision. Bar attendants may work as part of a team but with some autonomy and responsibility for own outcomes. This unit contains employability skills. **Pre-requisite unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

1. Clean bar and equipment
2. Clean and maintain public areas

- **SITHFAB002B - Operate a bar (30 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to carry out bar operations in a range of hospitality enterprises. The unit involves the service of a range of alcoholic and non-alcoholic beverages commonly found in a bar. It does not include the making of espresso coffee which is found SITHFAB012A 'Prepare and serve espresso coffee'. Some States and Territories will have legislative requirements in relation to service of alcohol. This unit reflects the role of a bar attendant and applies to bar operations in all hospitality sectors, including all types of bars. This unit contains employability skills. **Pre-requisite units:** SITXOHS002A 'Follow workplace hygiene procedures'; SITHFAB001B 'Clean and tidy bar areas'; SITHFAB009A 'Provide responsible service of alcohol'; SITXFIN001A 'Process financial transactions'.)*

1. Prepare bar for service
2. Take drink orders
3. Prepare and serve drinks
4. Close down bar operations

- **SITHFAB003A - Serve food and beverage to customers (80 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to serve food and beverage to customers in a range of hospitality industry enterprises. The unit does not focus on the full range of product knowledge and service techniques required in a restaurant dining situation, which is addressed in SITHFAB004A Provide food and beverage service. Some States and Territories have legislative requirements in relation to service of alcohol. This unit contains employability skills. This unit reflects the role of a food and beverage attendant in hospitality settings such as restaurants, clubs, pubs, cafes, coffee shops, cafeterias and catering operations. Persons undertaking this role usually work as part of a team under supervision. **Pre-requisite unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

1. Prepare for service
2. Welcome customers
3. Take and process orders
4. Serve and clear food and drinks
5. Close down after service

- **SITHFAB004A - Provide food and beverage service (110 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to provide quality food and beverage service to customers in a range of hospitality industry enterprises. The unit does not focus on basic product knowledge about food and beverage, which is found in SITHFAB011A 'Develop and update food and beverage knowledge' and SITHFAB005A 'Provide table service of alcoholic beverages', which covers detailed knowledge of wine. Some States and Territories have legislative requirements in relation to service of alcohol. This unit contains employability skills. This unit applies to establishments where table service of food and beverage is provided, such as restaurants, dining rooms, function and catering outlets, and some cafes. It reflects the role of a waiter or food and beverage attendant and may apply to different styles of service. **Pre-requisite units:** SITHFAB003A 'Serve food and beverage to customers'; SITXOHS002A 'Follow workplace hygiene procedures'.)*

 1. Organise tasks and plan work flow
 2. Manage the service cycle
 3. Manage relationships with colleagues and customers

- **SITHFAB005A - Provide table service of alcoholic beverages (50 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to advise on and serve a range of bottled and pre-poured alcoholic beverages within a hospitality setting. It covers general knowledge of and service of all alcoholic beverages, including wines. The unit is related to SITHFAB011A Develop and update food and beverage knowledge, which also covers general information on beverages. Specialist knowledge and service of wines is found in SITHFAB325A Provide specialised advice on Australian wines and SITHFAB326A Provide specialised advice on imported wines. The essential knowledge base for this unit will vary according to local industry needs, and it is vital that any training take account of these. Some States and Territories will have legislative requirements in relation to service of alcohol. This unit applies to beverage attendants in all establishments where alcoholic beverages are served at the table, such as restaurants, catering venues and hotels. Persons undertaking this function usually work as part of a team and have considerable autonomy with responsibility for their own work outputs. The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements. **Pre-requisite units:** SITHFAB009A 'Provide responsible service of alcohol'; SITXOHS002A 'Follow workplace hygiene procedures'.)*

 1. Advise customers on alcoholic beverages and take orders
 2. Serve alcoholic beverages

- **SITHFAB007A - Complete retail liquor sales (10 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to complete sales in a retail liquor outlet, including processing sales, merchandising products, undertaking storage and stock control, and minimising theft. Some States and Territories will have legislative requirements in relation to service of alcohol. This unit contains employability skills. This unit applies to retail liquor operations within hospitality establishments such as hotels, restaurants and clubs. It applies to frontline staff who may work as part of a team and who operate with significant autonomy or under limited supervision, and are responsible for their own work outputs. **Pre-requisite units:** SITXFIN001A 'Process financial transactions'; SITXINV001A 'Receive and store stock'.)*

 1. Complete liquor sales
 2. Wrap and pack goods
 3. Minimise theft
 4. Merchandise goods

- **SITHFAB008A - Provide room service (15 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to provide room service in commercial accommodation establishments. Some States and Territories may have legislative requirements in relation to service of alcohol. This unit contains employability skills. This unit applies to all establishments where room service is provided, such as hotels, motels and bed and breakfasts. It generally reflects the role undertaken by food and beverage attendants in large establishments, but could also involve front office personnel and kitchen staff. Persons undertaking this function usually work as part of a team with some autonomy and responsibility for own work outputs. **Pre-requisite unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

1. Take and process room service orders
2. Set up trays and trolleys
3. Present room service meals and beverages to guests
4. Present room service accounts
5. Clear room service area

- **SITHFAB009A - Provide responsible service of alcohol (10 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to responsibly sell or serve alcohol and to satisfy the requirements for responsible sale and service of alcohol (RSA) under state or territory legislation. A harm minimisation approach is central to compliance with liquor licensing legislation which, across all Australian States and Territories, imposes obligations on all licensed venues to participate in the management of public safety through the responsible sale and service of alcohol. Those developing training to support this unit must consult the relevant state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors. This unit covers the RSA skill and knowledge requirements common to all States and Territories. Some legislative requirements and knowledge will differ across borders. In some cases after completion of this unit, state and territory liquor authorities may require candidates to complete a bridging course to address these specific differences. All persons undertaking training as part of a national qualification that includes the sale and service of alcohol must complete this unit. Under differing state and territory legislation it is a required unit only for certain nominated personnel operating in licensed premises. This unit contains employability skills. Responsible practices must be undertaken wherever alcohol is served and sold, including where alcohol samples are served during on-site product tastings. This unit, therefore, applies to any workplace situation where alcohol is served and sold, including all types of hospitality venues, retail liquor outlets and tourism venues such as wineries, breweries and distilleries. Training and assessment must be contextualised so that the requirements of specific industry sectors and workplaces are met. This unit applies to all levels of sales personnel involved in the sale or service and promotional service of alcohol in licensed premises, including the licensee when involved in sales. Those selling and serving alcohol may include food and beverage attendants; retail liquor sales persons; winery, brewery and distillery cellar door staff; supplier sales representatives and the licensee.)

1. Sell or serve alcohol responsibly
2. Assist customers to drink within appropriate limits
3. Assess alcohol affected customers and identify customers to whom sale or service must be refused
4. Refuse to provide alcohol

- **SITHFAB010B - Prepare and serve non-alcoholic beverages (15 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to prepare and serve a range of teas, coffees and other non-alcoholic beverages in a range of industry contexts. The unit does not deal with the skills and knowledge required to extract and serve espresso coffee, including storage of coffee and care of machinery, which are covered in SITHFAB012A 'Prepare and serve espresso coffee'. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all establishments where coffee, tea and other non-alcoholic beverages are served, such as cafes, restaurants, bars, catering venues or retail outlets. Persons performing this function usually work as part of a team and operate with some autonomy and responsibility for their own work outputs. **Pre-requisite Unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

 1. Prepare and serve a range of non-alcoholic drinks.
 2. Use, clean and maintain equipment and machinery for non-alcoholic drinks

- **SITHFAB011A - Develop and update food and beverage knowledge (50 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to develop and maintain the general product knowledge required in food and beverage attending, bar service and catering. The unit brings together much of the product knowledge that underpins effective work performance in a range of food service roles. It addresses food knowledge and the relationship between different foods and beverages. It focuses on the need for ongoing updating of knowledge by all food and beverage staff. Types of food for which knowledge may be required include traditional or contemporary items and may be of varying ethnic origins. The specific product knowledge that applies to those mainly involved in beverage service is found in other units such as SITHFAB005A 'Provide table service of alcoholic beverages' and SITHFAB002B 'Operate a bar'. Care should be taken to avoid repetition in training and assessment. There are also three other higher level units that deal with specialised food and beverage knowledge. They are SITHFAB013A Provide specialist advice on food, SITHFAB025A Provide specialised advice on Australian wines and SITHFAB326A Provide specialised advice on imported wines. Some States or Territories have legislative requirements in relation to service of alcohol. This unit applies to all food and beverage operations where knowledge of food and beverage is required. It applies to individuals working in a range of enterprises, including restaurants, cafes, hotels, clubs and at cellar doors. Persons requiring this knowledge may work as part of a team with some autonomy and responsibility for own work outputs. The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.)

 1. Research general information on food and beverages
 2. Share information with customers

- **SITHFAB012A - Prepare and serve espresso coffee (30 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to extract and serve espresso coffee using a commercial espresso machine, including storage of coffee and cleaning, and care and preventative maintenance of machinery. Care and maintenance procedures may vary according to the machine manufacturer recommendations and warranty conditions. Dosage measuring may be mechanical or electronic. Dosing also refers to selecting the correct amount of ground coffee, appropriate particle grind size and prevailing conditions such as ambient humidity. An espresso coffee is the basis of most coffee based beverages. The unit does not cover general preparation of coffee using methods of coffee extraction other than espresso machines, which is covered in SITHFAB010B 'Prepare and serve non-alcoholic beverages'. The terms barista, senior barista and master barista may have different meanings to diverse individuals and groups. Some prefer to make no designation and refer to a barista as someone who is a trained and expert operator. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to hospitality and catering operations where espresso coffee is extracted and served. It reflects the role of an espresso machine operator (barista) and others who make coffee using a commercial espresso machine in a variety of hospitality settings.)

1. Organise and prepare work areas
2. Provide customer service and advise customers on espresso coffee
3. Select and grind coffee
4. Extract coffee
5. Texture milk
6. Serve and present espresso coffee
7. Clean and maintain espresso machine

- **SITHFAB227A - Operate and monitor cellar systems (nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to work safely in a cellar. It includes the operation of beverage dispensing systems and the quality monitoring of beverage products. Note that the word 'cellar' is used in its broadest sense, and means any area used as the storage location for bulk beverages and the equipment that supports its service. The safety requirements covered by this unit reflect compliance requirements under Occupational Health and Safety legislation. Obligations under Australian Standard AS 5034-2005 Installation and use of inert gases for beverage dispensing and associated standards also apply. States and territories also have legislative requirements in relation to service of alcohol. This unit applies to any individual who has responsibility for the operation and routine monitoring of beverage dispensing equipment and for the monitoring of beverage quality in a hospitality establishment. Depending on the nature and size of the business and particular job roles, this individual may be a dedicated cellar person, a senior bar attendant, a manager or a business owner. The individual may or may not also have store person responsibilities. Safety issues and compliance requirements are a key focus of the unit. The general knowledge and basic skills required by bar workers more generally are found in units such as SITHFAB002B 'Operate a bar' and SITHFAB001B 'Clean and tidy bar areas'. This unit has extensive application in hotels, clubs, casinos and sporting venues, but it may also be relevant in restaurants, or any other permanent or temporary catering venue where a cellar is maintained. This unit contains employability skills.)

1. Operate and maintain beverage dispensing systems
2. Use and monitor refrigeration systems
3. Monitor overall cellar safety
4. Monitor quality of beverage products

Specialisation Group B - Accommodation services

Accommodation services:

- **SITHACS001A - Provide accommodation reception services (30 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to provide arrival and departure services to guests in commercial accommodation establishments. It requires the ability to check daily arrivals, allocate rooms, check guests in and out of their accommodation and complete invoicing of guest charges. It does not include receiving and processing reservations, which are addressed in SITTTSL007A 'Receive and process reservations' and SITTTSL010A 'Control reservations or operations using a computerised system'. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit has application to all types of commercial hospitality venues where accommodation is provided. It applies to such venues as hotels, pubs, motels, caravan parks, hostels, bed and breakfast providers, lodges and farm stays of any style, grade or size and to enterprises operating seasonal temporary accommodation. Frontline operations and customer service personnel who operate with some level of autonomy or under limited supervision and guidance from others are responsible for providing accommodation reception services. They would require considerable product knowledge of all aspects of the accommodation venue and could apply discretion and judgement within predefined organisational reception service procedures.

*Common job roles would include front office receptionist, hotel receptionist and owner-operators of small tourism operations, e.g. bed and breakfast accommodation and farm stays. **Pre-requisite units:** SITXADM001A 'Perform office procedures'; SITXFIN001A 'Process financial transactions'.)*

1. Prepare for guest arrival
2. Welcome and register guests
3. Organise guest departure
4. Prepare front office records and reports

- **SITHACS003A - Provide porter services (10 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to provide porter services within a commercial accommodation establishment. It requires the ability to check and plan for daily arrivals, assist guests with luggage and provide ancillary services for guests. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit has application to all types of hospitality venues where accommodation is provided. It applies to such venues as hotels, pubs, motels, bed and breakfast providers, lodges and farm stays of any style, grade or size and to enterprises operating seasonal temporary accommodation. Porter and ancillary services are associated with bell desk or concierge in a large commercial accommodation venue. Within small accommodation establishments, reception or other staff would carry out these services. Frontline customer service personnel who operate with some level of autonomy or under limited supervision and guidance from others are responsible for providing porter services. They would require considerable product knowledge of all aspects of the accommodation venue and could apply discretion and judgement within predefined organisational service procedures. Common job roles would include porter, bell desk attendant, concierge, front office receptionist, hotel receptionist and owner-operators of small tourism operations, e.g. bed and breakfast accommodation and farm stays.)

1. Handle guest arrivals and departures
2. Handle guest luggage
3. Respond to request for ancillary services

- **SITHACS004A - Provide housekeeping services to guests (10 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to provide a range of general housekeeping services to guests. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to housekeeping attendants in all tourism and hospitality establishments where accommodation is provided. Those undertaking this role would usually work as part of a team and under supervision.)

 1. Handle housekeeping requests
 2. Advise guests on room and housekeeping equipment

- **SITHACS005A - Prepare rooms for guests (25 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to prepare rooms including bedrooms and bathrooms for guests in an accommodation establishment. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to housekeeping attendants in all tourism and hospitality establishments where accommodation is provided. **Pre-requisite units:** SITXOHS002A 'Follow workplace hygiene procedures'; SITHACS006A 'Clean premises and equipment'.)*

 1. Set up equipment and trolleys
 2. Access rooms for servicing
 3. Make up beds
 4. Clean and clear rooms
 5. Clean and store trolleys and equipment

- **SITHACS006A - Clean premises and equipment (12 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to carry out general cleaning duties as part of a job role in a tourism or hospitality enterprise or any other service industry context. It does not include contract cleaning which is covered by the Asset Maintenance Training Package. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit requires the application of techniques to clean both wet and dry areas as well as knowledge of cleaning equipment and materials, including key safety and environmental issues. A person undertaking this role works under guidance and supervision. In a tourism and hospitality context this unit would usually be undertaken in conjunction with specialist operational units such as SITHACS005A 'Prepare rooms for guests' and SITHCCC004A 'Clean and maintain kitchen premises'.)

 1. Select and set up equipment and materials
 2. Clean wet and dry areas and associated equipment
 3. Maintain and store cleaning equipment and chemicals

- **SITHACS007A - Launder linen and guest clothes (20 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to launder linen and guest clothes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to laundry attendants in all tourism and hospitality establishments with an on-premises laundry. It may also apply to personal assistants, butlers and valet attendants whose job role involves personal laundry services to employers or customers. **Pre-requisite unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

 1. Process laundry items
 2. Package and store laundry items

Client and customer service:**• SITXCCS001B - Provide visitor information (30 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to provide visitors with general information about a local area. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to frontline service personnel working in a range of tourism, hospitality, entertainment and cultural sectors who routinely respond to requests for general visitor information. The unit reflects a context where information provision is fairly general in nature or where it is not the primary job role. For example, this unit might apply to individuals working in restaurants, hotels, attractions and entertainment venues, or to a volunteer in a visitor information centre who may not be expected to respond to requests for more complex or detailed Australian destination information. It might also include information on the venue in which the person works, e.g. products and services within a large theme park, attraction, cultural venue or resort complex. The unit SITTTSL004A 'Source and provide Australian destination information and advice', is more relevant to people working in jobs where the provision of destination information is a primary focus, e.g. travel consultants and visitor information officers. A person undertaking this role works under supervision and guidance from others.)

1. Access and update visitor information
2. Provide information
3. Seek feedback on services

• SIRXCCS001A - Apply point-of-sale handling procedures (20 nominal hours)

(This unit describes the performance outcomes, skills and knowledge required to operate point-of-sale equipment, apply store policy and procedures to a range of transactions, interact with customers and package or wrap an item for transportation. This unit contains employability skills. This unit applies to frontline service personnel. It requires the team member to demonstrate the ability to operate a range of point-of-sale equipment in order to complete sales, returns and exchange transactions according to store policies, and process a number of methods of payment. It further requires the demonstrated ability to package and arrange transportation for goods where required.)

1. Operate point-of-sale equipment
2. Use numbers in the workplace
3. Perform point-of-sale transactions
4. Complete sales
5. Wrap and pack goods

Tourism sales and operations:**• SITTTSL007A - Receive and process reservations (30 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to receive and process reservations for a tourism or hospitality product or service offered for sale to agents or direct to the consumer. It requires the ability to determine the availability of the product or service, offer alternatives, accurately record the reservation details and administer the reservation through to finalisation. This unit does not cover specific selling skills required by reservations or call centre staff, nor does it cover the use of a computerised reservation system to manage reservations. These skills are covered by SITTTSL005A 'Sell tourism products and services' and SITTTSL010A 'Control reservations or operations using a computerised system'. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit describes a key sales function for a diverse range of domestic and international tourism and hospitality products and services. It applies to those tourism operators who act as principal (the supplier) and who receive and process reservations for the supply of their product or service. This would include airlines, car rental companies, hotels, motels, bed and breakfasts or other accommodation providers, tour operators of any type, outbound tour wholesalers and attractions and theme parks. Reservations personnel may be involved in a direct selling role to the consumer but are very often engaged in selling to some sort of tourism industry agent. Reservations are processed for a particular product or service or for a whole product range and would normally be processed and managed within a computerised system but some small business operators would use a manual system. This unit applies to those frontline sales personnel who operate with some level of autonomy or under limited supervision and guidance from others and is undertaken by people such as reservations sales agents, reservations consultants, call centre consultants, booking officers and owner-operators of small tourism businesses.)

1. Receive reservation request
2. Record details of reservation
3. Update reservations
4. Advise others on reservation details

- **SITTTSL010A - Control reservations or operations using a computerised system (120 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to use a computerised reservations or operations system to create, maintain and administer bookings for a range of products and services in tourism, hospitality or events. It requires the ability to use the system capabilities to fulfil a range of sales and operational functions. The unit concentrates on the specific computer skills required to apply many tourism operational functions. This unit does not cover specific core sales and operational skills which are fully covered in other individual units, such as: SITTTSL005A 'Sell tourism products and services'; SITTTSL006A 'Prepare quotations' and SITTTSL009A 'Process travel related documentation'. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit describes a key sales and operational function for a diverse range of domestic and international tourism and hospitality products and services and applies to the full range of industry sectors. These industry sectors use a diverse range of computerised systems to manage reservations, operations and sales administration functions, so the system will vary depending upon the organisation and industry sector. This unit covers the use of the industry-wide systems known as computerised or centralised reservations system (CRS) and global distribution system (GDS) commonly used by retail travel agencies when booking a supplier's service. It covers systems used by accommodation providers and tour operators when receiving and processing reservations for the supply of their product or service. It also covers other industry-wide systems used by inbound tour operators, outbound tour wholesalers and meetings and events management organisations. It can equally apply to any organisation-based computerised reservations or operations system. The unit applies to frontline sales and operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, corporate consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour desk officers, operations consultants, reservations sales agents and owner-operators of small tourism businesses. The range and complexity of products and services and the particular reservations or operations system will vary according to the industry sector. Because of the broad industry application of this unit, it is critical that training and assessment is specifically tailored. Training and assessment programs must be contextualised to meet the requirements of the specific industry sector and specific computerised systems and must allow for learners who have moved from one computer system to another to participate in retraining.)

1. Access and manipulate system information
2. Create and process reservations
3. Send and receive communications
4. Administer sales and operations functions using the system

General elective units

Accommodation services:

- **SITHACS001A - Provide accommodation reception services (30 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to provide arrival and departure services to guests in commercial accommodation establishments. It requires the ability to check daily arrivals, allocate rooms, check guests in and out of their accommodation and complete invoicing of guest charges. It does not include receiving and processing reservations, which are addressed in SITTTSL007A 'Receive and process reservations' and SITTTSL010A 'Control reservations or operations using a computerised system'. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit has application to all types of commercial hospitality venues where accommodation is provided. It applies to such venues as hotels, pubs, motels, caravan parks, hostels, bed and breakfast providers, lodges and farm stays of any style, grade or size and to enterprises operating seasonal temporary accommodation. Frontline operations and customer service personnel who operate with some level of autonomy or under limited supervision and guidance from others are responsible for providing accommodation reception services. They would require considerable product knowledge of all aspects of the accommodation venue and could apply discretion and judgement within predefined organisational reception service procedures.

*Common job roles would include front office receptionist, hotel receptionist and owner-operators of small tourism operations, e.g. bed and breakfast accommodation and farm stays. **Pre-requisite units:** SITXADM001A 'Perform office procedures'; SITXFIN001A 'Process financial transactions'.)*

1. Prepare for guest arrival
2. Welcome and register guests
3. Organise guest departure
4. Prepare front office records and reports

- **SITHACS003A - Provide porter services (10 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to provide porter services within a commercial accommodation establishment. It requires the ability to check and plan for daily arrivals, assist guests with luggage and provide ancillary services for guests. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit has application to all types of hospitality venues where accommodation is provided. It applies to such venues as hotels, pubs, motels, bed and breakfast providers, lodges and farm stays of any style, grade or size and to enterprises operating seasonal temporary accommodation. Porter and ancillary services are associated with bell desk or concierge in a large commercial accommodation venue. Within small accommodation establishments, reception or other staff would carry out these services. Frontline customer service personnel who operate with some level of autonomy or under limited supervision and guidance from others are responsible for providing porter services. They would require considerable product knowledge of all aspects of the accommodation venue and could apply discretion and judgement within predefined organisational service procedures. Common job roles would include porter, bell desk attendant, concierge, front office receptionist, hotel receptionist and owner-operators of small tourism operations, e.g. bed and breakfast accommodation and farm stays.)

1. Handle guest arrivals and departures
2. Handle guest luggage
3. Respond to request for ancillary services

- **SITHACS004A - Provide housekeeping services to guests (10 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to provide a range of general housekeeping services to guests. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to housekeeping attendants in all tourism and hospitality establishments where accommodation is provided. Those undertaking this role would usually work as part of a team and under supervision.)

 1. Handle housekeeping requests
 2. Advise guests on room and housekeeping equipment

- **SITHACS005A - Prepare rooms for guests (25 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to prepare rooms including bedrooms and bathrooms for guests in an accommodation establishment. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to housekeeping attendants in all tourism and hospitality establishments where accommodation is provided. **Pre-requisite units:** SITXOHS002A 'Follow workplace hygiene procedures'; SITHACS006A 'Clean premises and equipment'.)*

 1. Set up equipment and trolleys
 2. Access rooms for servicing
 3. Make up beds
 4. Clean and clear rooms
 5. Clean and store trolleys and equipment

- **SITHACS006A - Clean premises and equipment (12 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to carry out general cleaning duties as part of a job role in a tourism or hospitality enterprise or any other service industry context. It does not include contract cleaning which is covered by the Asset Maintenance Training Package. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit requires the application of techniques to clean both wet and dry areas as well as knowledge of cleaning equipment and materials, including key safety and environmental issues. A person undertaking this role works under guidance and supervision. In a tourism and hospitality context this unit would usually be undertaken in conjunction with specialist operational units such as SITHACS005A 'Prepare rooms for guests' and SITHCCC004A 'Clean and maintain kitchen premises'.)

 1. Select and set up equipment and materials
 2. Clean wet and dry areas and associated equipment
 3. Maintain and store cleaning equipment and chemicals

- **SITHACS007A - Launder linen and guest clothes (20 nominal hours)**
*(This unit describes the performance outcomes, skills and knowledge required to launder linen and guest clothes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to laundry attendants in all tourism and hospitality establishments with an on-premises laundry. It may also apply to personal assistants, butlers and valet attendants whose job role involves personal laundry services to employers or customers. **Pre-requisite unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

 1. Process laundry items
 2. Package and store laundry items

Administration:

- **SITXADM001A - Perform office procedures (20 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to complete a range of routine office procedures and activities, including writing simple correspondence. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. It does not cover specific financial skills which are found in other units such as SITXFIN001A 'Process financial transactions'. Development of more complex documents and correspondence is covered in SITXADM003A 'Write business documents'. This unit contains employability skills. This unit describes a fundamental administrative function for the tourism and hospitality industries and applies to the full range of industry sectors and environments. All manner of personnel are required to perform office procedures. For some it may be a key aspect of their job (e.g. for those working in an office environment) and for others an occasional task (e.g. for those working in a stock control environment or kitchen). All personnel at all levels would apply this skill, but it does describe a basic operational function of minimal complexity.)

1. Process office documents
2. Draft written communication
3. Maintain document systems

Client and customer service:

- **SITXCCS001B - Provide visitor information (30 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to provide visitors with general information about a local area. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to frontline service personnel working in a range of tourism, hospitality, entertainment and cultural sectors who routinely respond to requests for general visitor information. The unit reflects a context where information provision is fairly general in nature or where it is not the primary job role. For example, this unit might apply to individuals working in restaurants, hotels, attractions and entertainment venues, or to a volunteer in a visitor information centre who may not be expected to respond to requests for more complex or detailed Australian destination information. It might also include information on the venue in which the person works, e.g. products and services within a large theme park, attraction, cultural venue or resort complex. The unit SITTTSL004A 'Source and provide Australian destination information and advice', is more relevant to people working in jobs where the provision of destination information is a primary focus, e.g. travel consultants and visitor information officers. A person undertaking this role works under supervision and guidance from others.)

1. Access and update visitor information
2. Provide information
3. Seek feedback on services

- **SITXCCS002A - Provide quality customer service (40 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to provide quality service to customers in a range of service industry workplaces. It requires the ability to determine and address diverse customer needs and expectations, ascertain changes in customer preferences, establish rapport, deal with complaints and difficult service situations, use opportunities for promoting and up-selling, apply knowledge of protocol and ritual for particular types of industry sectors and organisations, and systematically manage a clientele through rewards systems, databases, etc. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit builds on the skills addressed in other units dealing with customer service and communication, such as SITXCOM001A 'Work with colleagues and customers'. This unit contains employability skills. This unit describes a high-level customer service skill for those working within the service industries and applies to the full range of tourism and hospitality, retail and personal services, and sport and recreation industry sectors and environments, including those involved in food and beverage service, housekeeping, front office and hairdressing. It applies to those who deal with customers and whose job includes the opportunity to provide a quality customer service experience. Senior operational personnel or supervisors and managers who operate autonomously are involved in providing this service.)

1. Develop and maintain product, service and market knowledge
2. Provide a quality service experience to customers
3. Deal with complaints and difficult customer service situations
4. Manage and use information about clients and customers

- **SIRXCCS001A - Apply point-of-sale handling procedures (20 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to operate point-of-sale equipment, apply store policy and procedures to a range of transactions, interact with customers and package or wrap an item for transportation. This unit contains employability skills. This unit applies to frontline service personnel. It requires the team member to demonstrate the ability to operate a range of point-of-sale equipment in order to complete sales, returns and exchange transactions according to store policies, and process a number of methods of payment. It further requires the demonstrated ability to package and arrange transportation for goods where required.)

1. Operate point-of-sale equipment
2. Use numbers in the workplace
3. Perform point-of-sale transactions
4. Complete sales
5. Wrap and pack goods

- **SITXCCS004A - Provide club reception services (20 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to provide reception services within a licensed club environment. It requires the ability to deliver quality customer service while assisting customers to comply with club and legislative requirements. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all types of licensed club venues, such as sporting clubs, entertainment clubs, social clubs, workers' clubs and Returned and Services League (RSL) clubs. Frontline customer service personnel who operate with some level of autonomy or under limited supervision and guidance from others are responsible for providing club reception services. They would require considerable product knowledge of all aspects of the club venue and could apply discretion and judgement within pre-defined organisational reception service procedures. Common job roles would include club receptionist, front desk receptionist and doorman. Club membership conditions, club rules, and dress and age regulations will vary according to the particular club and state or territory legislative requirements. It is critical that assessment is contextualised to meet the requirements of the specific state or territory legislation and the particular needs of the organisation and job role.)

1. Provide information on club services and process memberships
2. Monitor entry to club

Commercial cookery and catering:

- **SITHCCC001A - Organise and prepare food (20 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to organise and prepare a variety of foods for the kitchen of a hospitality or catering operation. It focuses on general food preparation techniques. The term 'organising and preparing food' is also referred to as 'mise en place' and includes basic preparation prior to serving food, which may involve cooking components of a dish but does not include the actual presentation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to hospitality and catering operations where food is prepared and served, and may include the preparation of food for Asian cuisines. Those undertaking this role work under supervision and usually as part of a team. **Pre-requisite unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

1. Prepare and use equipment
2. Assemble and prepare ingredients for menu items
3. Prepare dairy, dry goods, fruits and vegetables
4. Prepare meat, seafood and poultry

- **SITHCCC002A - Present food (6 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to efficiently and professionally plate, present and serve food in a commercial kitchen or catering operation. It may include the presentation of food for Asian cuisines. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all establishments where food is prepared and served. Those undertaking this role would work under supervision and usually as part of a team. **Pre-requisite unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

1. Prepare food for service
2. Portion and plate food
3. Work in a team

- **SITHCCC003A - Receive and store kitchen supplies (10 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to receive and store supplies in commercial cookery or catering operations. It focuses on the general stock handling procedures required for food and kitchen related goods. Supplies refer to all perishable and non-perishable goods received from both internal and external suppliers and maintained within a stock control system. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all hospitality and catering enterprises where kitchen supplies are received and stored, such as restaurants, hotels, clubs, cafeterias and other catering operations. Those undertaking this role would work under supervision and would usually be part of a team. **Pre-requisite unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

1. Take delivery of supplies
2. Store supplies
3. Rotate and maintain supplies

- **SITHCCC004A - Clean and maintain kitchen premises (10 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to clean and maintain kitchens, and food preparation and storage areas in commercial cookery or catering operations. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all enterprises with kitchen premises and equipment, such as restaurants, hotels, clubs, cafeterias and other catering operations. Those undertaking this role work under supervision, usually as part of a team such as kitchen attendants and cooks. **Pre-requisite unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

1. Clean, sanitise and store equipment
2. Clean and sanitise premises
3. Handle waste and linen

- **SITHCCC006A - Prepare appetisers and salads (25 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to prepare and present appetisers and salads in a commercial kitchen or catering operation. Appetisers are foods that normally precede a meal, or may be served as an accompaniment to drinks. They include a range of hot and cold dishes which can be either classical or modern, and vary in ethnic and cultural origins. Salads may be vegetable or fruit-based, and may also include classical or modern and varying ethnic and cultural types. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all hospitality and catering enterprises where food is prepared and served such as restaurants, hotels, clubs, cafeterias and other catering operations. It applies to cooks who usually work as part of a team and under supervision. **Pre-requisite units:** SITXOHS002A 'Follow workplace hygiene procedures'; SITHCCC001A 'Organise and prepare food'; SITHCCC002A 'Present food'.)*

1. Prepare and present a variety of salads and dressings
2. Prepare and present a range of hot and cold appetisers
3. Store appetisers and salads

- **SITHCCC007A - Prepare sandwiches (10 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to prepare and present a variety of sandwiches in a commercial kitchen or catering operation. Sandwiches may be classical or modern, hot or cold, of varying cultural and ethnic origins and use a variety of fillings and types of bread. Sandwiches may be pre-prepared or made on demand according to customer requests. Preparation, presentation and storage potential of sandwiches will depend on bread types and fillings. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to those working in hospitality and catering enterprises where sandwiches are prepared and served such as restaurants, cafes, cafeterias and other catering operations. Those undertaking this role usually work under supervision and as part of a team. **Pre-requisite units:** SITXOHS002A 'Follow workplace hygiene procedures'; SITHCCC001A 'Organise and prepare food'.)*

1. Prepare and present a variety of sandwiches
2. Store sandwiches

- **SITHCCC030A - Package prepared foodstuffs (15 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to package prepared foodstuffs for storage and transportation from one location to another. The type of packaging used will vary according to the enterprise needs and the type of food being packaged. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to catering operations where food and related services are provided and packaged for storage or transportation, such as restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential catering, in-flight and other transport catering, events catering and private catering. Those undertaking this role usually work under supervision and as part of a team. **Pre-requisite units:** SITXFSA001A 'Implement food safety procedures'; SITXOHS002A 'Follow workplace hygiene procedures'.)*

1. Ensure food is suitable for packaging, storage and transportation
2. Select packaging materials
3. Package food according to needs

- **SITHCCC031A - Operate a fast food outlet (36 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to prepare and serve a limited range of food and menu items in a catering operation or small outlet in various venues in the hospitality and tourism industry. Food and menu items are limited and defined and include fast food or specific and routine meals such as breakfasts. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to those working in catering enterprises where fast food or a limited range of food items are prepared and served, such as those at attractions, theme parks, events, sporting venues, kiosks and small food outlets. It may also apply to other catering operations, such as canteens, cafeterias and institutions where food is prepared and served. Those undertaking this role work under supervision and usually are part of a team. Pre-requisite unit: SITXOHS002A 'Follow workplace hygiene procedures'.)

1. Prepare for service
2. Serve customers
3. Cook and prepare food
4. Present food
5. Store food
6. Clean and maintain equipment

Finance:

- **SITXFIN001A - Process financial transactions (25 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to process simple financial transactions in a range of workplace contexts. Cash and other types of transactions are included in the unit. This unit contains employability skills. This unit applies to individuals working in a frontline service role whose job role includes accepting and processing payments for services and reconciling takings at the end of a given service period.)

1. Process receipts and payments
2. Reconcile takings

- **SITXFIN002A - Maintain financial records (60 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to maintain accurate financial records in a range of business contexts. This unit contains employability skills. This unit focuses on generic bookkeeping skills and principles and must therefore be contextualised to meet specific industry contexts. It does not reflect the skills of a specialist bookkeeper. In the workplace, this function may be integrated with other activities and systems such as guest registration or travel file management. It is also highly likely that systems for maintaining financial records will be automated. While individuals working at an operational level undertake this role, it may also be relevant to small business managers who administer their own accounts.)

1. Post transactions
2. Reconcile transactions to a balance
3. Retrieve financial information

Food and beverage:

- **SITHFAB001B - Clean and tidy bar areas (10 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to provide general assistance in a bar area. It includes the skills to clean and tidy bars and public areas, including collecting glasses and interacting with customers. It does not include the preparation and service of alcoholic beverages which is found in the unit SITHFAB002B 'Operate a bar'. Some states and territories will have legislative requirements in relation to the service of alcohol. This unit reflects the role of a 'bar useful' or may be part of the role of a bar attendant in various hospitality establishments where alcoholic beverages are served such as bars, restaurants and hotels. Persons undertaking the role of bar useful work as part of a team under direct supervision. Bar attendants may work as part of a team but with some autonomy and responsibility for own outcomes. This unit contains employability skills. **Pre-requisite unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

1. Clean bar and equipment
2. Clean and maintain public areas

- **SITHFAB002B - Operate a bar (30 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to carry out bar operations in a range of hospitality enterprises. The unit involves the service of a range of alcoholic and non-alcoholic beverages commonly found in a bar. It does not include the making of espresso coffee which is found SITHFAB012A 'Prepare and serve espresso coffee'. Some States and Territories will have legislative requirements in relation to service of alcohol This unit reflects the role of a bar attendant and applies to bar operations in all hospitality sectors, including all types of bars. This unit contains employability skills. **Pre-requisite units:** SITXOHS002A 'Follow workplace hygiene procedures'; SITHFAB001B 'Clean and tidy bar areas'; SITHFAB009A 'Provide responsible service of alcohol'; SITXFIN001A 'Process financial transactions'.)*

1. Prepare bar for service
2. Take drink orders
3. Prepare and serve drinks
4. Close down bar operations

- **SITHFAB003A - Serve food and beverage to customers (80 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to serve food and beverage to customers in a range of hospitality industry enterprises. The unit does not focus on the full range of product knowledge and service techniques required in a restaurant dining situation, which is addressed in SITHFAB004A Provide food and beverage service. Some States and Territories have legislative requirements in relation to service of alcohol. This unit contains employability skills. This unit reflects the role of a food and beverage attendant in hospitality settings such as restaurants, clubs, pubs, cafes, coffee shops, cafeterias and catering operations. Persons undertaking this role usually work as part of a team under supervision. **Pre-requisite unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

1. Prepare for service
2. Welcome customers
3. Take and process orders
4. Serve and clear food and drinks
5. Close down after service

- **SITHFAB004A - Provide food and beverage service (50 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to provide quality food and beverage service to customers in a range of hospitality industry enterprises. The unit does not focus on basic product knowledge about food and beverage, which is found in SITHFAB011A 'Develop and update food and beverage knowledge' and SITHFAB005A 'Provide table service of alcoholic beverages', which covers detailed knowledge of wine. Some States and Territories have legislative requirements in relation to service of alcohol. This unit contains employability skills. This unit applies to establishments where table service of food and beverage is provided, such as restaurants, dining rooms, function and catering outlets, and some cafes. It reflects the role of a waiter or food and beverage attendant and may apply to different styles of service. Pre-requisite units: SITHFAB003A 'Serve food and beverage to customers'; SITXOHS002A 'Follow workplace hygiene procedures'.)

 1. Organise tasks and plan work flow
 2. Manage the service cycle
 3. Manage relationships with colleagues and customers

- **SITHFAB005A - Provide table service of alcoholic beverages (50 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to advise on and serve a range of bottled and pre-poured alcoholic beverages within a hospitality setting. It covers general knowledge of and service of all alcoholic beverages, including wines. The unit is related to SITHFAB011A Develop and update food and beverage knowledge, which also covers general information on beverages. Specialist knowledge and service of wines is found in SITHFAB325A Provide specialised advice on Australian wines and SITHFAB326A Provide specialised advice on imported wines. The essential knowledge base for this unit will vary according to local industry needs, and it is vital that any training take account of these. Some States and Territories will have legislative requirements in relation to service of alcohol. This unit applies to beverage attendants in all establishments where alcoholic beverages are served at the table, such as restaurants, catering venues and hotels. Persons undertaking this function usually work as part of a team and have considerable autonomy with responsibility for their own work outputs. The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements. Pre-requisite units: SITHFAB009A 'Provide responsible service of alcohol'; SITXOHS002A 'Follow workplace hygiene procedures'.)

 1. Advise customers on alcoholic beverages and take orders
 2. Serve alcoholic beverages

- **SITHFAB227A - Operate and monitor cellar systems (20 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to work safely in a cellar. It includes the operation of beverage dispensing systems and the quality monitoring of beverage products. Note that the word 'cellar' is used in its broadest sense, and means any area used as the storage location for bulk beverages and the equipment that supports its service. The safety requirements covered by this unit reflect compliance requirements under Occupational Health and Safety legislation. Obligations under Australian Standard AS 5034-2005 Installation and use of inert gases for beverage dispensing and associated standards also apply. States and territories also have legislative requirements in relation to service of alcohol. This unit applies to any individual who has responsibility for the operation and routine monitoring of beverage dispensing equipment and for the monitoring of beverage quality in a hospitality establishment. Depending on the nature and size of the business and particular job roles, this individual may be a dedicated cellar person, a senior bar attendant, a manager or a business owner. The individual may or may not also have store person responsibilities. Safety issues and compliance requirements are a key focus of the unit. The general knowledge and basic skills required by bar workers more generally are found in units such as SITHFAB002B 'Operate a bar' and SITHFAB001B 'Clean and tidy bar areas'. This unit has extensive application in hotels, clubs, casinos and sporting venues, but it may also be relevant in restaurants, or any other permanent or temporary catering venue where a cellar is maintained. This unit contains employability skills.)

1. Operate and maintain beverage dispensing systems
2. Use and monitor refrigeration systems
3. Monitor overall cellar safety
4. Monitor quality of beverage products

- **SITHFAB007A - Complete retail liquor sales (10 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to complete sales in a retail liquor outlet, including processing sales, merchandising products, undertaking storage and stock control, and minimising theft. Some States and Territories will have legislative requirements in relation to service of alcohol. This unit contains employability skills. This unit applies to retail liquor operations within hospitality establishments such as hotels, restaurants and clubs. It applies to frontline staff who may work as part of a team and who operate with significant autonomy or under limited supervision, and are responsible for their own work outputs. **Pre-requisite units:** SITXFIN001A 'Process financial transactions'; SITXINV001A 'Receive and store stock'.)*

1. Complete liquor sales
2. Wrap and pack goods
3. Minimise theft
4. Merchandise goods

- **SITHFAB008A - Provide room service (15 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to provide room service in commercial accommodation establishments. Some States and Territories may have legislative requirements in relation to service of alcohol. This unit contains employability skills. This unit applies to all establishments where room service is provided, such as hotels, motels and bed and breakfasts. It generally reflects the role undertaken by food and beverage attendants in large establishments, but could also involve front office personnel and kitchen staff. Persons undertaking this function usually work as part of a team with some autonomy and responsibility for own work outputs. **Pre-requisite unit:** SITXOHS002A Follow workplace hygiene procedures.)*

1. Take and process room service orders
2. Set up trays and trolleys
3. Present room service meals and beverages to guests
4. Present room service accounts
5. Clear room service area

- **SITHFAB009A - Provide responsible service of alcohol (10 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to responsibly sell or serve alcohol and to satisfy the requirements for responsible sale and service of alcohol (RSA) under state or territory legislation. A harm minimisation approach is central to compliance with liquor licensing legislation which, across all Australian States and Territories, imposes obligations on all licensed venues to participate in the management of public safety through the responsible sale and service of alcohol. Those developing training to support this unit must consult the relevant state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors. This unit covers the RSA skill and knowledge requirements common to all States and Territories. Some legislative requirements and knowledge will differ across borders. In some cases after completion of this unit, state and territory liquor authorities may require candidates to complete a bridging course to address these specific differences. All persons undertaking training as part of a national qualification that includes the sale and service of alcohol must complete this unit. Under differing state and territory legislation it is a required unit only for certain nominated personnel operating in licensed premises. This unit contains employability skills. Responsible practices must be undertaken wherever alcohol is served and sold, including where alcohol samples are served during on-site product tastings. This unit, therefore, applies to any workplace situation where alcohol is served and sold, including all types of hospitality venues, retail liquor outlets and tourism venues such as wineries, breweries and distilleries. Training and assessment must be contextualised so that the requirements of specific industry sectors and workplaces are met. This unit applies to all levels of sales personnel involved in the sale or service and promotional service of alcohol in licensed premises, including the licensee when involved in sales. Those selling and serving alcohol may include food and beverage attendants; retail liquor sales persons; winery, brewery and distillery cellar door staff; supplier sales representatives and the licensee.)

1. Sell or serve alcohol responsibly
2. Assist customers to drink within appropriate limits
3. Assess alcohol affected customers and identify customers to whom sale or service must be refused
4. Refuse to provide alcohol

- **SITHFAB010B - Prepare and serve non-alcoholic beverages (15 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to prepare and serve a range of teas, coffees and other non-alcoholic beverages in a range of industry contexts. The unit does not deal with the skills and knowledge required to extract and serve espresso coffee, including storage of coffee and care of machinery, which are covered in SITHFAB012A 'Prepare and serve espresso coffee'. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to all establishments where coffee, tea and other non-alcoholic beverages are served, such as cafes, restaurants, bars, catering venues or retail outlets. Persons performing this function usually work as part of a team and operate with some autonomy and responsibility for their own work outputs. **Pre-requisite Unit:** SITXOHS002A 'Follow workplace hygiene procedures'.)*

3. Prepare and serve a range of non-alcoholic drinks.
4. Use, clean and maintain equipment and machinery for non-alcoholic drinks

- **SITHFAB011A - Develop and update food and beverage knowledge (50 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to develop and maintain the general product knowledge required in food and beverage attending, bar service and catering. The unit brings together much of the product knowledge that underpins effective work performance in a range of food service roles. It addresses food knowledge and the relationship between different foods and beverages. It focuses on the need for ongoing updating of knowledge by all food and beverage staff. Types of food for which knowledge may be required include traditional or contemporary items and may be of varying ethnic origins. The specific product knowledge that applies to those mainly involved in beverage service is found in other units such as SITHFAB005A 'Provide table service of alcoholic beverages' and SITHFAB002B 'Operate a bar'. Care should be taken to avoid repetition in training and assessment. There are also three other higher level units that deal with specialised food and beverage knowledge. They are SITHFAB013A Provide specialist advice on food, SITHFAB025A Provide specialised advice on Australian wines and SITHFAB326A Provide specialised advice on imported wines. Some States or Territories have legislative requirements in relation to service of alcohol. This unit applies to all food and beverage operations where knowledge of food and beverage is required. It applies to individuals working in a range of enterprises, including restaurants, cafes, hotels, clubs and at cellar doors. Persons requiring this knowledge may work as part of a team with some autonomy and responsibility for own work outputs. The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.)

1. Research general information on food and beverages
2. Share information with customers

- **SITHFAB012A - Prepare and serve espresso coffee (30 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to extract and serve espresso coffee using a commercial espresso machine, including storage of coffee and cleaning, and care and preventative maintenance of machinery. Care and maintenance procedures may vary according to the machine manufacturer recommendations and warranty conditions. Dosage measuring may be mechanical or electronic. Dosing also refers to selecting the correct amount of ground coffee, appropriate particle grind size and prevailing conditions such as ambient humidity. An espresso coffee is the basis of most coffee based beverages. The unit does not cover general preparation of coffee using methods of coffee extraction other than espresso machines, which is covered in SITHFAB010B 'Prepare and serve non-alcoholic beverages'. The terms barista, senior barista and master barista may have different meanings to diverse individuals and groups. Some prefer to make no designation and refer to a barista as someone who is a trained and expert operator. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to hospitality and catering operations where espresso coffee is extracted and served. It reflects the role of an espresso machine operator (barista) and others who make coffee using a commercial espresso machine in a variety of hospitality settings.)

1. Organise and prepare work areas
2. Provide customer service and advise customers on espresso coffee
3. Select and grind coffee
4. Extract coffee
5. Texture milk
6. Serve and present espresso coffee
7. Clean and maintain espresso machine

Food safety:

- **SITXFSA003A - Transport and store food in a safe and hygienic manner (12 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to transport food from a food preparation area to another location. It also deals with holding or storage on its arrival. The unit applies to all catering operations but is particularly relevant to external catering and events. This unit does not cover the transport of food for room service which is covered in SITHFAB008A 'Provide room service'. It does not cover the skills required to drive a van or truck which are covered in TLIC107C 'Drive vehicle' and other units of competency in the Transport and Distribution Training Package. Transportation refers to the moving of food and food items from one location to another. For example, transporting food from a kitchen to a school or hospital or providing event catering. It does not refer to the transport of food from the kitchen to the dining room or as part of room service. The person transporting the food may or may not be driving the vehicle. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to catering operations where food is transported from the preparation area to another location and stored on arrival, such as operations associated with restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential catering, in-flight and other transport catering, events catering and private catering. Pre-requisite units: SITXFSA001A 'Implement food safety procedures'; SITXOHS002A 'Follow workplace hygiene procedures'.)

1. Identify appropriate food transportation
2. Transport food safely and hygienically
3. Store food safely and hygienically

Gaming:

- **SITHGAM001A - Attend gaming machines (25 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to conduct day-to-day gaming machine operations. It covers the operation and maintenance of gaming machines, payouts and security of gaming areas and the provision of advice on all games offered by the enterprise. The operation of TAA and Keno are found in the units SITHGAM002A 'Operate a TAB outlet' and SITHGAM003A 'Conduct a Keno game'. In some States and Territories, responsible conduct of gambling or gaming is a requirement of state and territory legislation. This is addressed in SITHGAM006A 'Provide responsible gambling services'. This unit contains employability skills. This unit applies to all sectors of the hospitality industry where gaming activities are carried out, including clubs, hotels, pubs and casinos. It applies to all header systems, including Tabaret, Tattersall's, electronic data transfer (EDT) and data retrieval and promotion systems, including computer games, Dacom, Turbo-Bonus, player tracking and government monitoring systems. Persons undertaking these functions would usually work as part of a team and operate with significant autonomy. Pre-requisite unit: SITXFIN001A 'Process financial transactions'.)

1. Advise customers on games and gaming activities
2. Operate and maintain gaming machines
3. Monitor security of gaming areas
4. Make gaming machine payouts
5. Operate and maintain coin dispensing equipment

- **SITHGAM002A - Operate a TAB outlet (40 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to conduct day-to-day TAB operations. TAB refers to Totalisator Agency Board operations and may cover horse racing and betting on other sports according to state and territory practices. In some States and Territories, responsible conduct of gambling or gaming is a requirement of state and territory legislation. This is addressed in SITHGAM006A Provide responsible gambling services. This unit contains employability skills. This unit applies to all sectors of the hospitality industry that operate a TAB outlet including clubs, hotels and pubs. Pre-requisite unit: SITXFIN001A 'Process financial transactions'.)

1. Set up a TAB outlet
2. Advise customers on TAB operations and regulations
3. Operate the TAB betting machine
4. Perform TAB terminal accounting and security procedures
5. Monitor daily racing activities
6. Clean and maintain TAB equipment

- **SITHGAM003A - Conduct a Keno game (5 nominal hours)**

*(This unit describes the performance outcomes, skills and knowledge required to conduct a Keno game. In some States and Territories, responsible conduct of gambling or gaming is a requirement of state and territory legislation. This is addressed in SITHGAM006A 'Provide responsible gambling services'. This unit contains employability skills. This unit applies to all sectors of the hospitality industry where Keno activities using online terminals are carried out, including clubs and casinos. **Pre-requisite unit:** SITXFIN001A 'Process financial transactions'.)*

1. Advise customers on features of Keno
2. Process bet types
3. Pay out prizes
4. Cancel tickets
5. Operate General Functions
6. Clean and maintain terminals
7. Monitor security of Keno operations

- **SITHGAM006A - Provide responsible gambling services (10 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to provide responsible gambling services, and information to customers who require assistance with their problem gambling. The unit also relates to satisfying the requirements for providing responsible gambling services under state and territory legislation. The terms used to describe this vary across state and territory regulatory bodies and can include responsible conduct of gambling (RCG) and responsible service of gaming or responsible service of gambling (RSG). Those developing training to support this unit must consult the relevant state and territory gaming licensing authority to determine accreditation arrangements for courses, trainers and assessors. Under differing state and territory legislation this is a required certification unit only for certain nominated personnel operating in licensed gambling premises. The requirement to ensure compliance with enterprise policies, legal obligations and codes of practice for gambling venues is not covered by this unit but may be found in SITHGAM005A 'Develop and manage gaming activities'. This unit contains employability skills. Responsible gambling services must be provided wherever gambling activities are undertaken. In the hospitality industry, the gambling environment is usually referred to as the gaming area and is provided in a range of venues such as hotels, motels, clubs, pubs and casinos. Gambling is defined as the staking of money on uncertain events driven by chance. The major forms of gambling are wagering (racing and sport) and gaming (gaming machines, table games, Keno and lotteries). Both forms of gambling are relevant to the hospitality industry. Hospitality venues operate Totalisator Agency Board (TAB) outlets for wagering on racing and sport events. They also cover the full range of gaming activities, including the operation of gaming machines, table games, Keno and lotteries. The responsible provision of gambling services is an essential underpinning skill for any level of hospitality personnel involved in the sale and service of gambling activities in licensed premises, including the licensee, gaming supervisors and gaming managers when involved in operational gambling activities. The unit applies equally to frontline operational gambling personnel who operate with a limited level of autonomy and under some supervision and guidance from others. They would operate within the predefined organisational procedures and industry and regulatory authority codes of conduct. Operational job roles would include gaming attendant, table game attendant, croupier and multi-skilled food and beverage attendant.)

1. Provide responsible service of gambling
2. Provide information and assistance to customers about problem gambling

Inventory:

- **SITXINV001A - Receive and store stock (10 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to receive and store stock. It requires the ability to check and take delivery of stock, other than food, and to appropriately store, rotate and maintain the quality of stock items. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit has commonality with SITHCCC003A 'Receive and store kitchen supplies', which deals specifically with the receipt and storage of food items and related food safety issues. The control and ordering of stock levels is covered in SITXINV002A 'Control and order stock'. This unit contains employability skills. This unit describes a fundamental administrative function for the tourism and hospitality industries and applies to the full range of industry sectors and environments. Stock control systems might be manual, but increasingly stock control is computerised. This unit covers any type of stock, other than food items. The receipt and storage of stock is undertaken by frontline operational personnel who work under close supervision and guidance from others. They would be required to apply little discretion and judgement because they operate using pre-defined organisational procedures. They would report any stock-related discrepancies for the action of a higher level staff member.)

1. Take delivery of stock
2. Store stock
3. Rotate and maintain stock

Languages other than English:

- **SITXLAN101A - Conduct basic workplace oral communication in a language other than English (Arabic) (120 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to understand and use a language other than English for very simple, commonly used expressions of a basic and predictable nature in tourism and hospitality workplaces. It covers activities such as welcoming and farewelling guests, providing face-to-face routine customer service and other routine workplace activities. This unit can be used for training delivery and assessment of basic oral proficiency in any language other than English. There is no direct parity with any formal language proficiency ratings or assessment framework, but this unit broadly relates to International Second Language Proficiency Ratings (ISLPR) 1. This unit is the first in a hierarchical set of four units dealing with oral communication and cultural skills in a language other than English, ranging from entry to fluency and increasing in complexity with the level of linguistic and cultural ability. These units do not align with Australian Qualifications Framework (AQF) levels and do not include interpreting or translating, which are higher-level specialist skills. This unit contains employability skills. This unit applies to individuals working in any industry context and at many different levels of responsibility. Frontline, supervisory or management personnel may use the language skills described in this unit. This unit may be customised for training delivery and assessment of proficiency in any language. However, for reporting purposes, recognition is limited to those languages listed below which are of importance to the tourism industry. A specific code has been allocated for each of these languages, as detailed below. In addition, each language must be indicated in brackets after the unit title)

1. Be courteous to customers and colleagues
2. Communicate with customers and colleagues in a language other than English to support routine workplace activities

- **SITXLAN102A - Conduct basic workplace oral communication in a language other than English (Indonesian) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN103A - Conduct basic workplace oral communication in a language other than English (Cantonese) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN104A - Conduct basic workplace oral communication in a language other than English (Dutch) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN105A - Conduct basic workplace oral communication in a language other than English (Finnish) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN106A - Conduct basic workplace oral communication in a language other than English (French) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN107A - Conduct basic workplace oral communication in a language other than English (German) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN108A - Conduct basic workplace oral communication in a language other than English (Greek) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN109A - Conduct basic workplace oral communication in a language other than English (Hindi) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN110A - Conduct basic workplace oral communication in a language other than English (Hungarian) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN111A - Conduct basic workplace oral communication in a language other than English (Italian) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN112A - Conduct basic workplace oral communication in a language other than English (Japanese) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN113A - Conduct basic workplace oral communication in a language other than English (Korean) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN114A - Conduct basic workplace oral communication in a language other than English (Malay) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN115A - Conduct basic workplace oral communication in a language other than English (Mandarin) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN116A - Conduct basic workplace oral communication in a language other than English (Polish) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN117A - Conduct basic workplace oral communication in a language other than English (Portuguese) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN118A - Conduct basic workplace oral communication in a language other than English (Russian) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN119A - Conduct basic workplace oral communication in a language other than English (Serbian) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN120A - Conduct basic workplace oral communication in a language other than English (Spanish) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN121A - Conduct basic workplace oral communication in a language other than English (Swedish) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN122A - Conduct basic workplace oral communication in a language other than English (Swiss German) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN123A - Conduct basic workplace oral communication in a language other than English (Taiwanese) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN124A - Conduct basic workplace oral communication in a language other than English (Thai) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN125A - Conduct basic workplace oral communication in a language other than English (Turkish) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN126A - Conduct basic workplace oral communication in a language other than English (Croatian) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN127A - Conduct basic workplace oral communication in a language other than English (Bosnian) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN128A - Conduct basic workplace oral communication in a language other than English (Australian Indigenous languages) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN129A - Conduct basic workplace oral communication in a language other than English (AUSLAN) (120 nominal hours)**

See above description and elements for SITXLAN101A

- **SITXLAN201A - Conduct routine workplace oral communication in a language other than English (Arabic) (60 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to understand and use a language for predictable routine communication in speaking and listening in a language other than English in tourism and hospitality workplaces. It covers the speaking and listening language skills required to conduct routine tasks and provide simple factual information and instructions. This unit can be used for training delivery and assessment of routine oral proficiency in any language other than English. There is no direct parity with any formal language proficiency ratings or assessment framework, but this unit broadly relates to International Second Language Proficiency Ratings (ISLPR) 1+ to 2. This unit is the second in a hierarchical set of four units dealing with oral communication and cultural skills in a language other than English, ranging from entry to fluency and increasing in complexity with the level of linguistic and cultural ability. These units do not align with Australian Qualifications Framework (AQF) levels and do not include interpreting or translating, which are higher-level specialist skills. This unit contains employability skills. This unit applies to individuals working in any industry context and at many different levels of responsibility. Frontline, supervisory or management personnel may use the language skills described in this unit. This unit may be customised for training delivery and assessment of proficiency in any language. However, for reporting purposes, recognition is limited to those languages listed below which are of importance to the tourism industry. A specific code has been allocated for each of these languages, as detailed below. In addition, each language must be indicated in brackets after the unit title)

1. Communicate in a language other than English with customers and colleagues to provide customer service
2. Communicate with customers and colleagues to conduct routine transactions
3. Give simple directions and instructions

- **SITXLAN202A - Conduct routine workplace oral communication in a language other than English (Indonesian) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN203A - Conduct routine workplace oral communication in a language other than English (Cantonese) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN204A - Conduct routine workplace oral communication in a language other than English (Dutch) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN205A - Conduct routine workplace oral communication in a language other than English (Finnish) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN206A - Conduct routine workplace oral communication in a language other than English (French) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN207A - Conduct routine workplace oral communication in a language other than English (German) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN208A - Conduct routine workplace oral communication in a language other than English (Greek) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN209A - Conduct routine workplace oral communication in a language other than English (Hindi) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN210A - Conduct routine workplace oral communication in a language other than English (Hungarian) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN211A - Conduct routine workplace oral communication in a language other than English (Italian) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN212A - Conduct routine workplace oral communication in a language other than English (Japanese) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN213A - Conduct routine workplace oral communication in a language other than English (Korean) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN214A - Conduct routine workplace oral communication in a language other than English (Malay) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN215A - Conduct routine workplace oral communication in a language other than English (Mandarin) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN216A - Conduct routine workplace oral communication in a language other than English (Polish) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN217A - Conduct routine workplace oral communication in a language other than English (Portuguese) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN218A - Conduct routine workplace oral communication in a language other than English (Russian) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN219A - Conduct routine workplace oral communication in a language other than English (Serbian) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN220A - Conduct routine workplace oral communication in a language other than English (Spanish) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN221A - Conduct routine workplace oral communication in a language other than English (Swedish) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN222A - Conduct routine workplace oral communication in a language other than English (Swiss German) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN223A - Conduct routine workplace oral communication in a language other than English (Taiwanese) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN224A - Conduct routine workplace oral communication in a language other than English (Thai) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN225A - Conduct routine workplace oral communication in a language other than English (Turkish) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN226A - Conduct routine workplace oral communication in a language other than English (Croatian) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN227A - Conduct routine workplace oral communication in a language other than English (Bosnian) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN228A - Conduct routine workplace oral communication in a language other than English (Australian Indigenous languages) (60 nominal hours)**

See above description and elements for SITXLAN201A

- **SITXLAN229A - Conduct routine workplace oral communication in a language other than English (AUSLAN) (60 nominal hours)**

See above description and elements for SITXLAN201A

Tourism sales and operations

- **SITTTSL007A - Receive and process reservations (30 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to receive and process reservations for a tourism or hospitality product or service offered for sale to agents or direct to the consumer. It requires the ability to determine the availability of the product or service, offer alternatives, accurately record the reservation details and administer the reservation through to finalisation. This unit does not cover specific selling skills required by reservations or call centre staff, nor does it cover the use of a computerised reservation system to manage reservations. These skills are covered by SITTTSL005A 'Sell tourism products and services' and SITTTSL010A 'Control reservations or operations using a computerised system'. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit describes a key sales function for a diverse range of domestic and international tourism and hospitality products and services. It applies to those tourism operators who act as principal (the supplier) and who receive and process reservations for the supply of their product or service. This would include airlines, car rental companies, hotels, motels, bed and breakfasts or other accommodation providers, tour operators of any type, outbound tour wholesalers and attractions and theme parks. Reservations personnel may be involved in a direct selling role to the consumer but are very often engaged in selling to some sort of tourism industry agent. Reservations are processed for a particular product or service or for a whole product range and would normally be processed and managed within a computerised system but some small business operators would use a manual system. This unit applies to those frontline sales personnel who operate with some level of autonomy or under limited supervision and guidance from others and is undertaken by people such as reservations sales agents, reservations consultants, call centre consultants, booking officers and owner-operators of small tourism businesses.)

1. Receive reservation request
2. Record details of reservation
3. Update reservations
4. Advise others on reservation details

- **SITTTSL010A - Control reservations or operations using a computerised system (120 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to use a computerised reservations or operations system to create, maintain and administer bookings for a range of products and services in tourism, hospitality or events. It requires the ability to use the system capabilities to fulfil a range of sales and operational functions. The unit concentrates on the specific computer skills required to apply many tourism operational functions. This unit does not cover specific core sales and operational skills which are fully covered in other individual units, such as: SITTTSL005A 'Sell tourism products and services'; SITTTSL006A 'Prepare quotations'; and SITTTSL009A 'Process travel-related documentation'. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit describes a key sales and operational function for a diverse range of domestic and international tourism and hospitality products and services and applies to the full range of industry sectors. These industry sectors use a diverse range of computerised systems to manage reservations, operations and sales administration functions, so the system will vary depending upon the organisation and industry sector. This unit covers the use of the industry-wide systems known as computerised or centralised reservations system (CRS) and global distribution system (GDS) commonly used by retail travel agencies when booking a supplier's service. It covers systems used by accommodation providers and tour operators when receiving and processing reservations for the supply of their product or service. It also covers other industry-wide systems used by inbound tour operators, outbound tour wholesalers and meetings and events management organisations. It can equally apply to any organisation-based computerised reservations or operations system. The unit applies to frontline sales and operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, corporate consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour desk officers, operations consultants, reservations sales agents and owner-operators of small tourism businesses. The range and complexity of products and services and the particular reservations or operations system will vary according to the industry sector. Because of the broad industry application of this unit, it is critical that training and assessment is specifically tailored. Training and assessment programs must be contextualised to meet the requirements of the specific industry sector and specific computerised systems and must allow for learners who have moved from one computer system to another to participate in retraining)

1. Access and manipulate system information
2. Create and process reservations
3. Send and receive communications
4. Administer sales and operations functions using the system

Working in industry - tourism

- **SITHIND001A - Develop and update hospitality industry knowledge (25 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to develop and update knowledge of the hospitality industry, including the role of different industry sectors and key legal and ethical issues that must be considered by hospitality industry personnel in their day-to-day work. This knowledge underpins effective performance in the hospitality industry. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit describes a key function for all people working in the hospitality industry who require an essential and broad knowledge of the hospitality industry to support all work activities. They may work within any hospitality industry sector, in any location and for any organisation type. This unit does not require an in-depth knowledge of every feature of the hospitality industry. It focuses on the ability to collect and interpret general industry information. It covers the initial and ongoing development of a person's required knowledge base.)

1. Seek information on the hospitality industry
2. Source and apply information on legal and ethical issues for the hospitality industry
3. Update hospitality 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)

- SITHFAB001B Clean and tidy bar areas
- SITHFAB002B Operate a bar
- SITHFAB227A Operate and monitor 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)

- SITHFAB002B Operate a bar
- SITHFAB227A Operate and monitor 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
- SITHFAB010B 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
- SITXCCS00BA Provide visitor information
- SITXINV001A Receive and store stock

Porter (Multi-skilling)

- SITHACS003A Provide porter services
- SITIND001A 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
- SITXCCS001B 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