

SIT30622 Certificate III in Hospitality

Customer Service/Retail

Course objectives:

- This qualification reflects the role of individuals who have a range of well-developed tourism service, sales or operational skills and sound knowledge of industry operations.

Key features:

- This course is designed to emphasis the preservation and celebration of Indigenous culture, ensuring that trainees are equipped to communicate and educate visitors about the rich cultural heritage of Mossman Gorge.

Eligibility/Pre-requisites:

- Those with an interest in working in the hospitality sector
- Aboriginal & Torres Strait Island people aged between 18 and 25 years
- Individuals wishing to begin a career in Hospitality

Pre-requisites:

- There are no pre-requisites for entry to this qualification and it is not expected or necessary for the learner to have previous experience.
- Before enrollment all participants will be required to complete a Language Literacy and Numeracy (LLN) assessment to determine the level of support the participant may need to assist them through their study program.

Suitability:

- This qualification provides a pathway to work in customer service roles in organisations such as retail stores, gift shops, visitor information centres, galleries, attractions and cultural heritage sites.

Delivery:

- Program delivery is face to face in a small group training environment located at Mossman Gorge Cultural Centre.

Assessments:

- Range of knowledge questions, practical observations, activities, industry research, third party reports and completion of logbooks in an appropriate workplace environment.

Qualification:

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Commencement Dates:

As listed on NITA website
www.voyages.com.au/national-indigenous-training-academy

Venue:

NITA Mossman Gorge Cultural Centre

Duration:

10-12 months

Trainers:

This program is delivered by qualified trainer/assessors with extensive industry experience

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CUSTOMER SERVICE/RETAIL

Core Units

SITHIND006	Source and use information on the hospitality industry
SITXWHS005	Participate in safe work practices
SITXCCS014	Provide service to customers
SITXCOM007	Show social and cultural sensitivity
SITXHRM007	Coach others in job skills
SITHIND008	Work effectively in hospitality service
SITXFSA005	Use hygienic practices for food safety

Elective Units

BSBTWK201	Work effectively with others
SITXCCS010	Provide visitor information
SITXCCS012	Provide lost and found services
SITHFAB021	Provide responsible service of alcohol
SIRXPDK001	Advise on products and services
SIRXSLS001	Sell to the retail customer
SITXCCS017	Use a computerised booking system
HLTAID011	Provide first aid

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SITHIND006 Source and use information on the hospitality industry

- This unit describes the performance outcomes, skills and knowledge required to source and use current and emerging information on the hospitality industry. This includes industry structure, technology, laws and ethical issues specifically relevant to the hospitality industry. Hospitality personnel integrate this essential knowledge on a daily basis to work effectively in the industry.
- The unit applies to all hospitality sectors and people working at different levels.
- This unit is not about having in-depth knowledge but focuses on the ability to source and interpret information relevant to day-to-day activities in order to maximise work performance.

SITXWHS005 Participate in safe work practices

- This unit describes the performance outcomes, skills and knowledge required to incorporate safe work practices into own workplace activities. It requires the ability to follow predetermined health, safety and security procedures and to participate in organisational work health and safety (WHS) management practices.
- The unit applies to all tourism, travel, hospitality and event sectors and to any small, medium or large organisation.
- All personnel at all levels use this skill in the workplace during the course of their daily activities.
- The unit incorporates the requirement for all employees under state and territory WHS legislation, to participate in the management of their own health and safety, that of their colleagues and anyone else in the workplace. They must cooperate with their employer and follow practices to ensure safety at work.

SITXCCS014 Provide service to customers

- This unit describes the performance outcomes, skills and knowledge required to communicate effectively with and provide quality service to both internal and external customers. It requires the ability to establish rapport with customers, determine and address customer needs and expectations, and respond to complaints.
- The unit applies to those frontline service personnel who deal directly with customers on a daily basis and who operate with some level of independence and under limited supervision.
- This includes individuals working in a range of tourism, travel, hospitality and events contexts.

SITXCOM007 Show social and cultural sensitivity

- This unit describes the performance outcomes, skills and knowledge required to be socially aware when serving customers and working with colleagues. It requires the ability to communicate with people from a range of social and cultural groups with respect and sensitivity, and to address cross-cultural misunderstandings should they arise.
- The unit applies to all tourism, travel, hospitality and event sectors. All personnel at all levels use this skill in the workplace during the course of their daily activities.

SITXHRM007 Coach others in Job skills

- This unit describes the performance outcomes, skills and knowledge required to provide on-the-job coaching to colleagues. It requires the ability to explain and demonstrate specific skills, knowledge and procedures and monitor the progress of colleagues until they are able to operate independently of the coach.
- The unit applies to experienced operational personnel and to supervisors and managers who informally train other people in new workplace skills and procedures.
- It applies to all tourism, travel, hospitality and event sectors.

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SITHIND008 Work effectively in hospitality service

- This unit describes the performance outcomes, skills and knowledge required to work effectively in a hospitality environment and provide service to customers during service periods.
- It requires the ability to integrate a range of individual technical skills while dealing with numerous sales, service or operational tasks simultaneously to meet the needs of multiple and diverse customers. A service period incorporates preparation, service and end of service tasks.
- The unit applies individuals working in a range of different departments such as accommodation services, food and beverage, gaming operations and housekeeping, in various hospitality industry settings, including bars, hotels, cafes, restaurants, clubs, pubs and motels.
- It applies to those frontline service personnel who deal directly with customers on a daily basis and who operate with some level of independence and under limited supervision.

SITXFSA005 Use hygienic practices for food safety

- This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.
- The unit applies to all organisations with permanent or temporary kitchen premises or smaller food preparation or bar areas.
- This includes restaurants, cafes, clubs, hotels, and bars; tour operators; attractions; function, event, exhibition and conference catering; educational institutions; aged care facilities; correctional centres; hospitals; defence forces; cafeterias, kiosks, canteens and fast food outlets; residential catering; in-flight and other transport catering.
- It applies to food handlers who directly handle food or food contact surfaces such as cutlery, plates and bowls during the course of their daily work activities. This includes cooks, chefs, caterers, kitchen stewards, kitchen hands, bar, and food and beverage attendants, and sometimes room attendants and front office staff.

BSBTWK201 Work effectively with others

- This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict.
- The unit applies to individuals who perform a range of routine tasks in a team environment and use a basic knowledge of teamwork in a defined context, under direct supervision or with limited individual responsibility.

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SITXCCS010 Provide visitor information

- This unit describes the performance outcomes, skills and knowledge required to access general information on facilities, products and services available in the local area and to provide this to visitors.
- The unit applies to frontline service personnel working in a range of tourism, travel, hospitality, events, entertainment and cultural contexts. Information is often provided face-to-face, but may be by telephone or other remote mechanisms.
- It applies to frontline service personnel who routinely respond to visitor requests for general local area information. They may be working independently or with guidance from others in restaurants, hotels, wineries, attractions, entertainment venues, tour operations, visitor information centres and at tour desks.

SITXCCS012 Provide lost and found services

- This unit describes the performance outcomes, skills and knowledge required to provide service to customers who have lost or found items. It requires the ability to determine and record details of items, investigate lost items, assist claimants and complete documentation.
- The unit applies to frontline operations personnel working in a range of tourism, travel, hospitality, events and entertainment contexts.

SITHFAB021 Provide responsible service of alcohol

- This unit describes the performance outcomes, skills and knowledge required to responsibly sell, serve or supply alcohol.
- Responsible practices must be undertaken wherever alcohol is sold, served or supplied, including where alcohol samples are served during on-site product tastings. This unit therefore applies to any workplace where alcohol is sold, served or supplied, including all types of hospitality venues, packaged liquor outlets and wineries, breweries and distilleries.
- The unit applies to all levels of personnel involved in the sale, service, including promotional service and supply of alcohol in licensed premises. Those selling or serving alcohol may include food and beverage attendants; packaged liquor salespersons selling in person, over the phone or online; winery, brewery and distillery cellar door staff; delivery services and supplier sales representatives. The unit also applies to security staff who monitor customer behaviour and to the licensee who is ultimately responsible for responsible service of alcohol (RSA) management.
- The unit incorporates the knowledge requirements, under state and territory liquor licensing law, for employees engaged in the sale, service or supply of alcohol.

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SIRXPDK001 Advise on products and services

- This unit describes the performance outcomes, skills and knowledge required to develop product and service knowledge and provide information to customers.
- This unit applies to individuals working in frontline customer service and sales roles in a diverse range of industry and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

SIRXSL001 Sell to the retail customer

- This unit describes the performance outcomes, skills and knowledge required to deliver quality customer service and sell to retail customers. It requires the ability to determine customer needs, match products and services to their needs, and facilitate a sale.
- This unit applies to all retail sectors and business sizes from large format stores to small independents. It applies to retail personnel at all levels who play a role in engaging with customers with the purpose of selling.

SITXCCS017 Use a computerised booking system

- This unit describes the performance outcomes, skills and knowledge required to use a computerised booking system to create bookings for products and services. The unit covers the computer skills required to use booking functions and system capabilities and not the related sales skills which are found in other units.
- The unit applies to frontline sales and operations personnel in any type of business that takes bookings for products or services, and who operate with some level of independence and under limited supervision.

HLTAID011 Provide first aid

- This unit describes the skills and knowledge required to provide a first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.
- The unit applies to all persons who may be required to provide a first aid response in a range of situations, including community and workplace settings.