



# ARE YOU IN THE HOSPITALITY INDUSTRY?

Excel through workplace education

## Certificate IV in Hospitality

SIT40307

This qualification provides the skills and knowledge for an individual to be competent in skilled operations and team leading or supervision.

Would suit employees undertaking work in various hospitality settings such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. The qualification is suitable for an Australian apprenticeship pathway.

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

- Supervising the operation of a bar or restaurant
- Supervising activities of a front desk or reception
- Supervising concierge services
- Providing butler services
- Supervising gaming operations.

**Possible job titles include:**

- Food and beverage supervisor
- Front office supervisor
- Concierge
- Team leader / coordinator
- Gaming supervisor

### CONTENT

Students must complete a minimum of 26 units to achieve this qualification consisting of 14 core units and 12 elective units. This Program has been packaged to meet industry skill sets and the competencies as per the Australian Quality Training Framework (AQTF).

Delivering quality industry training for companies of all sizes

Let us assist your business today  
CALL our Support Office: (03) 9696 5999 or  
EMAIL [main@accesstraininglogistics.com](mailto:main@accesstraininglogistics.com)





# Certificate IV in Hospitality

## SIT40307

### Core Units (14 units)

- Provide and coordinate hospitality service
- Provide quality customer service
- Work with colleagues and customers
- Work in a socially diverse environment
- Deal with conflict situations
- Interpret financial information
- Coach others in job skills
- Lead and manage people
- Receive and store stock
- Control and order stock
- Monitor work operations
- Follow health, safety and security procedures
- Follow workplace hygiene procedures
- Implement and monitor workplace health, safety and security practices

### Some examples of Elective Units to choose from:

- Clean and tidy bar areas
- Operate a bar
- Serve food and beverage to customers
- Provide food and beverage service
- Provide table service of alcoholic beverages
- Provide responsible service of alcohol

- Prepare and serve non-alcoholic beverages
- Develop and update food and beverage knowledge
- Prepare and serve espresso coffee
- Provide specialist advice on food
- Prepare and serve cocktails
- Implement food safety procedures

We operate work-based learning and other training programs in major sectors including Retail, Hospitality, Business Management and Administration.

- Training is delivered with Victorian & Commonwealth funding
- People with disabilities & diverse backgrounds are encouraged to apply

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