



Hospitality is the art of understanding what your customers need.

Fix yourself a coffee and check out Gold Training's range of hospitality courses.

A great stay, meal or night out, more often than not coincides with the level of service and hospitality afforded them.

Hospitality is so much more than providing an expected service, it requires a connection and understanding of each and every customer's specific requirements.

Prepare yourself for a truly rewarding and internationally recognised career with Gold Trainings Certificate III in Hospitality.

COURSE DESCRIPTION

This qualification provides a pathway to fulfilling employment in a broad range of organisations, restaurants, hotels, motels and cafes.

The certificate reflects the roles, skills and responsibilities required by those wishing to work and excel in the hospitality industry.

- Discretion & judgement
- Industry operations knowledge
- Food & beverage

POTENTIAL JOB OPPORTUNITIES

A Certificate III in Hospitality opens up a world of opportunity and travel to graduates.

Espresso coffee machine operator | Food and beverage attendant | Front desk receptionist | Function attendant | Function host | Gaming attendant | Housekeeper | Restaurant host | Senior bar attendant | Waiter

COURSE UNITS

BSBWOR203B	Work effectively with others
SITHIND201	Source and use information on the hospitality industry
SITHIND301	Work effectively in hospitality service
SITXCCS303	Provide service to customers
SITXCOM201	Show social and cultural sensitivity
SITXHRM301	Coach others in job skills
SITXWHSI01	Participate in safe work practices

ELECTIVES

SITXFSAI01	Use hygienic practices for food safety
SITHFAB201	Provide responsible service of alcohol
SITXFIN201	Process financial transactions
SITHFAB202	Operate a bar
SITHFAB101	Clean and tidy bar areas
SITXINV201	Receive and store stock
SITHFAB203	Prepare and serve non-alcoholic beverages
BSBCMM201A	Communicate in the workplace

*Course units are subject to change.

**For enquires about this course call 1300 885 121
or email train@goldtraining.edu.au**