



JOB TRAINER

SHORT COURSE

Statement of Attainment — Training in Customer Service Skill Set [SITSS00036]

Overview

This course equips you to provide quality customer service when working in any sector of the tourism, travel and hospitality industry. Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events and commercial cookery.

Subject Information

- SITXCCS006 — Provide service to customers
- SITXCOM002 — Show social and cultural sensitivity

Campus

Online/CIT Reid

Duration

This skill set is a short course that can be delivered workshop style, through flexible or blended training in the workplace or part time attendance at CIT.

Course commencement options

- Ongoing enrolments

Information

For more information on courses and eligibility, visit cit.edu.au/jobtrainer or contact us on:

Individual Enquiries

CIT Student Services — (02) 6207 3188

Industry and Business Enquiries

CIT Business Development — (02) 6205 3298
citbusinessdevelopment@cit.edu.au

Please check the website for the most up to date information.

Job Trainer is a jointly funded initiative of the Commonwealth, state and territory governments, offering free vocational education and training to young people (17 to 24 years, who have finished school), and job seekers across Canberra. Places are limited and you must meet eligibility requirements.