

JOBTRAINER

BOOTCAMP

Statement of Attainment — Introduction to Hospitality Service

Overview

This course is designed for people who want to gain employment or upskill in the hospitality industry. The course will be focussed on practical application of skills in the CIT restaurant, kitchens and working with customers.

This is a comprehensive course covering a range of knowledge and skills required to provide service within the hospitality industry, including:

- establishing customer service skills and building rapport
- addressing customer expectations and complaints
- improvement and refining of customer service skills
- basic hygiene practices
- controlling food hazards
- processing simple financial transactions
- selecting and preparing coffee beans
- advising customers on coffee beverages
- maintaining and cleaning equipment used in coffee preparation.

Subject Information

- SITXFSA001 — Use hygienic practices for food safety
- SITXCCS006 — Provide service to customers
- SITHFAB005 — Prepare and serve espresso coffee
- SITXFIN001 — Process financial transactions

Campus

CIT Reid

Duration

4 weeks, 3 days per week at CIT Reid with further online activities and assessment.

You will be required to complete some additional hours of independent study, including online activities and assessment.

Course commencement options

- 21 November 2022

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

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.