

High-level Training for a High Class Industry

Diploma of Hospitality SIT50307



Are you passionate about providing your customers with exceptional customer service? Do you like to manage and coach staff? Are you keen to learn about managing finances and operational matters? Learn the skills and knowledge required to effectively manage staff in a range of hospitality establishments.

Individuals with this qualification are able to perform:

- Managing a department in a large hospitality enterprise.
- Managing a small hospitality enterprise.

Course includes: This course consists of 39 units (23 core units and 16 electives selected from the SIT50307 package). Some core units are:

Core Units (Compulsory)	Unit Code
■ Provide quality customer service	SITXCCS002A
■ Manage quality customer service	SITXCCS003A
■ Work with colleagues and customers	SITXCOM001A
■ Work in a socially diverse environment	SITXCOM002A
■ Deal with conflict situations	SITXCOM003A
■ Interpret financial information	SITXFIN003A
■ Manage finances within a budget	SITXFIN004A
■ Prepare and monitor budgets	SITXFIN005A
■ Coach others in job skills	SITXHRM001A
■ Lead and manage people	SITXHRM005A
■ Manage workplace diversity	SITXHRM007A
■ Monitor work operations	SITXMGT001A
■ Develop and implement operational plans	SITXMGT002A
■ Follow health, safety and security procedures	SITXOHS001B

Outcome: Diploma of Hospitality.

Recognition: You can receive recognition for your previous study, work experience and existing skills. This may mean credit is given towards this qualification. Any identified training gaps can be addressed through individual coaching and/or participation in workshops.

When: You can enrol and start at any time. We will work with you to determine a training and assessment plan that best suits your needs.

Where: At your workplace, or workshops are available at the Burnie, Devonport, Launceston or Hobart training facility.

Cost: \$5,000 per person. Fees are inclusive of workshops, workplace visits, coaching, assessment, text books and learning materials.

For further information please contact:

Jane Richardson. Phone: 6216 4201. Email: Jane.Richardson@skillsinstitute.tas.edu.au

The Total Training Package
1300 655 307