



Hospitality Service Skill Set

State ID: AE141

About this course

With restrictions easing across WA, our hospitality industry is getting back into full busy mode and the jobs are out there

If you're keen to work in a restaurant, hotel, resort, club, bar or cafe environment, the Hospitality Service skill set is for you.

You'll learn about responsible service of alcohol (RSA), get some barista skills to use commercial machines and make a perfect espresso, communicating effectively and providing quality service to customers including the how to establish rapport with customers and determine and address customer needs, and responding and managing complaints. You'll also learn how to process cash and other payments using business technology, and reconcile takings at the end of the service period or day. This course also includes infection control and prevention procedures and food safety to ensure you're working safely.

This skill set provides a pathway to further study in the following **Lower fees, local skills half-price course** fees qualification.

- [Certificate III in Hospitality](#)



Details

This skill set is related to the Skills Ready program. Other skill sets can be found on our [Courses](#) page, using the *Refine course results>Study mode* filters.

During your course of study, NMTAFE may use a variety of learning practices to ensure you get the best outcome for your learning journey.

This may include online learning, face-to-face classroom, laboratory/workshop delivery, work placement or a combination of these, depending on which is most appropriate.

Semester 2, 2020

Perth (Northbridge) - On Campus



Duration: **10 Week/s**



When: **Semester 2, 2020**



How: **On campus**

Units

Core

National ID	Unit Title
HLTINFCOV001	Comply with infection prevention and control policies and procedures
SITHFAB002	Provide responsible service of alcohol
SITHFAB005	Prepare and serve espresso coffee
SITHFAB007	Serve food and beverage
SITXCCS006	Provide service to customers
SITXFIN001	Process financial transactions
SITXFSA001	Use hygienic practices for food safety

Fees and charges

Local full time students

Course fees are made up of two components, tuition fees and resource fees.

Tuition fees are determined by multiplying the course fee rate by the nominal hours, which is the number of hours in which an average student could be expected to complete each unit. They are not the hours of training or instruction.

Resource fees are charges for material that are essential to a course or unit, and are purchased by NMT to be used by students during the course.

Fees may vary depending on the units you are enrolled in so an approximate amount has been shown. You will be given the exact amount of your fees at enrolment. Part time student fees will vary depending on the number of units you are enrolled in.

Please note, you may also need to buy textbooks or equipment for your course.



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International Students

Check [TAFE International WA](#) to confirm this course is available to international students. You will pay your tuition fees to TIWA.

Please note, fees are subject to change.



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