



COURSE OUTLINE CERTIFICATE II HOSPITALITY YEAR 12: 2021



The Certificate II in Hospitality will run over two years. Student results will not be available until they have completed the full certificate and results are verified.

Term	Week	Topic and key teaching points	Syllabus content	Assessment
1	1	Skill Hire Induction, enrolment, USI, Expectations LLN assessment		LLN Assessment
T1	1-3	<u>SITHFAB002- Provide Responsible Service of Alcohol</u> <ul style="list-style-type: none"> • 1. Sell or serve alcohol responsibly. • 2. Assist customers to drink within appropriate limits. 	Elements <ol style="list-style-type: none"> 1.1. Sell or serve alcohol according to provisions of relevant state or territory legislation, licensing requirements and responsible service of alcohol principles. 1.2. Where appropriate, request and obtain acceptable proof of age prior to sale or service. 1.3. Provide accurate information to customers on alcoholic beverages according to organisation or house policy and government legislation. 1.4. Assist customers with information on the range of non-alcoholic beverages available for purchase. 1.5. Identify issues related to the sale or service of alcohol to different types of customers, especially those at risk, and incorporate them into sales or service. 2.1. Prepare and serve standard drinks or samples according to industry requirements and professional standards. 2.2. Use a professional manner to encourage customers to drink within appropriate limits. 2.3. Recognise erratic drinking patterns as an early sign of possible intoxication and take appropriate action. 2.4. Monitor emotional and physical state of customers for signs of intoxication and effects of illicit or other drug use. 	On-line RTO; Clear to work: written assessment



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		<ul style="list-style-type: none"> • 3. Assess alcohol affected customers and identify those to whom sale or service must be refused. • 4. Refuse to provide alcohol. 	<p>2.5. Where appropriate, offer food and non-alcoholic beverages.</p> <p>2.6. Decline requests for alcohol to be dispensed in a manner that is irresponsible and advise customers of the reasons for the refusal.</p> <p>3.1. Assess intoxication levels of customers using appropriate methods.</p> <p>3.2. When assessing intoxication, take into account factors that may affect individual responses to alcohol.</p> <p>3.3. Identify customers to whom sale or service must be refused according to state and territory legislation.</p> <p>4.1. Refuse sale or service in a professional manner, state reasons for the refusal, and where appropriate point out signage.</p> <p>4.2. Provide appropriate assistance to customers when refusing service.</p> <p>4.3. Where appropriate, give customers a verbal warning and ask them to leave the premises according to organisational or house requirements, the specific situation, and provisions of state or territory legislation and regulations.</p> <p>4.4. Use appropriate communication and conflict resolution skills to handle difficult situations.</p> <p>4.5. Refer difficult situations beyond the scope of own responsibility to the appropriate person.</p> <p>4.6. Promptly identify situations that pose a threat to the safety or security of colleagues, customers or property, and seek assistance from appropriate colleagues according to organisational policy.</p>	
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1-3	T1 Wk 2- T3 Wk 10	<p>Cluster: Basic Cookery <u>SITHCCC003- Prepare and Serve Sandwiches</u></p> <ul style="list-style-type: none"> • 1. Select Ingredients • 2. Make sandwiches • 3. Present and Store Sandwiches 	<ol style="list-style-type: none"> 1.1. Confirm sandwich requirements, based on standard recipes and customer requests. 1.2. Identify and select bread types and fillings taking account of quality, freshness and stock rotation requirements. 1.3. Check perishable supplies for spoilage or contamination prior to preparation. 2.1. Use safe food-handling practices to hygienically prepare sandwiches based on requirements. 2.2. Cut ingredients and completed sandwiches to ensure uniformity of presentation. 2.3. Combine ingredients appropriately based on flavour combinations, customer preference and standard recipes. 2.4. Use toasting and heating equipment safely, as required. 2.5. Make sandwiches in a logical and sequential manner while minimising waste. 3.1. Present sandwiches on appropriate service-ware. 3.2. Add suitable garnishes, as required. 3.3. Visually evaluate dish and adjust presentation. 3.4. Store sandwiches in appropriate environmental conditions. 3.5. Clean work area, and dispose of or store surplus and re-usable by-products according to workplace procedures, environmental considerations, and cost-reduction initiatives. 	<p>The theory for SITHCCC003 Prepare and Serve sandwiches was completed within the cluster of Basic Cookery in 2020. The practical requirements are all that will need to be completed in 2021.</p> <p>Oral/written responses</p> <p>Observation/demonstration</p>
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T1-3	Wk 2- Wk 10	<p><u>SITHFAB005-Prepare and Serve Espresso coffee</u></p> <ul style="list-style-type: none"> • 1. Organise coffee workstation. • 2. Select and grind coffee beans. • 3. Advise customers and take espresso coffee orders. • 4. Extract and monitor quality of espresso. • 5. Undertake milk texturing process. 	<p>Elements</p> <ol style="list-style-type: none"> 1.1.Complete mise en place for coffee service to enable efficient work flow and easy access to ingredients, equipment, and service-ware. 1.2.Place ingredients in correct containers and conditions to maintain freshness. 1.3.Prepare espresso machine and grinder for service according to manufacturer instructions. 2.1.Select coffee beans and grind to appropriate particle size according to relevant factors. 2.2.Complete test extractions before service to ensure correct particle size of grind, and assess and adjust according to relevant factors. 2.3.Adjust grind regularly throughout the service period according to relevant factors. 2.4.Monitor efficiency of grinder for correct dose and grind during use, and resolve or report issues. 2.5.Clean grinder as required during or after the service period. 3.1.Provide information and recommendations about types of coffee beverages and accompaniments. 3.2.Identify customer preferences and take orders. 4.1.Select and prepare appropriate service-ware. 4.2.Select correct filter basket and clean, dry and dose it with required amount of ground coffee. 4.3.Tamp ground coffee to make even and level cake. 4.4.Flush group head before attaching group handle to extract espresso. 4.5.Monitor quality of extraction during service period and make adjustments. 4.6.Monitor efficiency of espresso machine during service, and resolve or report issues. 5.1.Select cold milk and appropriate milk foaming jug to fulfil customer orders. 	<p>Theory for SITHFAB005-Prepare and Serve Espresso Coffee was completed in 2020 with the CVC Coffee Club work experience (practical; before school and recess) being carried throughout 2021</p>
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		<ul style="list-style-type: none"> • 6. Serve espresso coffee beverages. <p>7. Clean espresso equipment.</p>	<p>5.2.Purge the steam wand every time before texturing.</p> <p>5.3.Texture milk according to type of milk and coffee beverage.</p> <p>5.4.Visually and aurally monitor and adjust the texture and temperature.</p> <p>5.5.Clean the steam wand on the outside and purge every time after texturing.</p> <p>5.6.Combine foam and milk through swirling, ensuring even consistency.</p> <p>5.7.Pour milk immediately after swirling, according to the coffee beverage.</p> <p>6.1.Present coffee beverages attractively and without drips and spills.</p> <p>6.2.Serve coffee beverages promptly at the required temperature and with appropriate accompaniments.</p> <p>6.3.Minimise waste to maximise profitability of beverages produced.</p> <p>7.1.Clean espresso machine and equipment thoroughly and safely according to organisational procedures and manufacturer instructions.</p> <p>7.2.Maintain water filtration system according to organisational procedures.</p> <p>7.3.Refer faults and maintenance issues requiring technical specialists to supervisor.</p> <p>7.4.Use energy and water resources efficiently when preparing coffee beverages and cleaning to reduce negative environmental impacts.</p>	
T1- T2	Wk5- 2	<p>Cluster: <u>Introduction to Communication and Effective Work Practices</u></p> <p><u>BSBWOR203 Work Effectively with Others</u></p> <ul style="list-style-type: none"> • 1. Develop effective workplace relationships 	<p>Elements</p> <p>1.1 Identify own responsibilities and duties in relation to workgroup members and undertake activities in a manner that promotes cooperation and good relationships</p>	<p>Oral/written responses</p> <p>Observation (log book)/demonstration</p>



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		<ul style="list-style-type: none"> • 2. Contribute to workgroup activities • 3. Deal effectively with issues, problems and conflict • <u>SITXCOM002- Show Social and Cultural Diversity</u> • 1. Communicate with customers and colleagues from diverse backgrounds. 	<ul style="list-style-type: none"> 1.2 Take time and resource constraints into account in fulfilling work requirements of self and others 1.3 Encourage, acknowledge and act on constructive feedback provided by others in the workgroup 2.1 Provide support to team members to ensure workgroup goals are met 2.2 Contribute constructively to workgroup goals and tasks according to organisational requirements 2.3 Share information relevant to work with workgroup to ensure designated goals are met 2.4 Identify and plan strategies/opportunities for improvement of workgroup in liaison with workgroup 3.1 Respect differences in personal values and beliefs and their importance in the development of relationships 3.2 Identify any linguistic and cultural differences in communication styles and respond appropriately 3.3 Identify issues, problems and conflict encountered in the workplace 3.4 Seek assistance from workgroup members when issues, problems and conflict arise and suggest possible ways of dealing with them as appropriate or refer them to the appropriate person Elements 1.1. Respect customers and colleagues from different social and cultural groups and treat them with respect and sensitivity. 	
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		<p>2. Address cross-cultural misunderstandings</p>	<p>1.2. Consider social and cultural differences in all verbal and non-verbal communication. 1.3. Respond to others in a non-discriminatory way. 1.4. Make attempts to overcome language barriers. 1.5. Seek help with communication when necessary 2.1. Identify social and cultural issues that may cause conflict or misunderstanding in the workplace. 2.2. Address difficulties and seek assistance from others when necessary. 2.3. Consider social and cultural differences when difficulties or misunderstandings occur. 2.4. Make efforts to resolve misunderstandings, taking account of social and cultural considerations. 2.5. Escalate problems and unresolved issues to appropriate supervisor or manager for follow-up.</p>	
T2	Wk 3-10	<p>Cluster: Customer Engagement and Sales</p> <p><u>SITXCCS003- Interact with Customers</u></p> <ul style="list-style-type: none"> • 1. Greet and serve customers. • 2. Work with others to deliver service. 	<p>Elements</p> <p>1.1. Prioritise customers ahead of other workplace duties. 1.2. Greet customers according to organisational customer service standards. 1.3. Communicate with customers in a clear and professional manner. 1.4. Explain and match products and services to customer needs.</p> <p>2.1. Identify personal limitations in serving the needs of customers and seek assistance from others where appropriate. 2.2. Follow directions of supervisors and managers to deliver quality service. 2.3. Resolve routine customer problems according to own level of responsibility and organisational policy.</p>	<p>Oral/written responses</p> <p>Observation (log book)/demonstration</p>



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	<ul style="list-style-type: none">3. Provide feedback on customer service. <p><u>SIRXSL001- Sell to Retail Customer</u></p> <ul style="list-style-type: none">1. Establish Customer Needs2. Provide Advice on Products and Services	<p>2.4. Escalate other service issues to a higher level staff member for action in line with organisational procedures.</p> <p>3.1. Report service issues and customer problems as they arise.</p> <p>3.2. Provide customer feedback to relevant supervisors or managers.</p> <p>1.1. Connect with the customer within designated response times and establish rapport.</p> <p>1.2. Use questioning and active listening to facilitate effective two-way communication.</p> <p>1.3. Observe and determine appropriate level of interaction based on customer verbal and non-verbal cues.</p> <p>1.4. Determine and clarify customer preferences, needs and expectations.</p> <p>2.1 Use product and service knowledge to tailor options to specific customer needs, and offer alternative when product is available.</p> <p>2.2 Clearly explain and promote product and service features and benefits where relevant.</p> <p>2.3 Advice on promotional events where relevant.</p> <p>2.4 Provide additional information to address customer questions</p> <p>2.5 Offer comparisons to competitor product or service range as required.</p> <p>2.6 Collaborate with the customer to determine product or service option most suited to their needs.</p> <p>2.7 Take opportunities to upsell and cross sell products and services that enhance customer request and maximise</p>	
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		<ul style="list-style-type: none"> 3. Facilitate the sale of products and services. 	<p>profitability of sale.</p> <p>3.1 Select and use an appropriate technique to close sale. 3.2 Direct the customer to designated point-of-sale and process sale, as required, according to organisational procedures. 3.3 Farewell customer on leaving and invite to return. 3.4 Provide any required after sales service according to organisational procedures.</p>	.
T3	Wk1-10	<p>Cluster: <u>Introduction to Hospitality</u></p> <p><u>SITHIND002- Source and Use Information on the Hospitality Industry</u></p> <ul style="list-style-type: none"> 1. Source and use industry information. 2. Source and use compliance information. 	<p>Elements</p> <p>1.1. Identify sources of information on the structure and operation of the hospitality industry. 1.2. Access specific information of relevance to the hospitality industry to assist operational duties. 1.3. Obtain information on features of current and emerging hospitality products and services relevant to job role. 1.4. Use knowledge of the hospitality industry and its products and services to enhance the quality of work performance.</p> <p>2.1. Obtain information on laws specifically relevant to the hospitality industry, and work compliantly.</p>	<p>Oral/written responses</p> <p>Observation (Log Book) /demonstration</p>

		<ul style="list-style-type: none"> 3. Source and use information on hospitality technology. <p>4. Update personal and organisational knowledge of the hospitality industry.</p> <p><u>SITHIND003- Use Hospitality Skills Effectively</u></p> <ul style="list-style-type: none"> 1. Prepare for Service 2. Provide Service 	<p>2.2. Seek information on industry quality assurance schemes and use it to benefit own organisation.</p> <p>2.3. Access information on career planning and equal employment opportunity (EEO) law.</p> <p>2.4. Obtain information on ethical industry practices and conduct day to day hospitality activities according to those practices.</p> <p>3.1. Source and access information on current and emerging technologies that impact on operational duties.</p> <p>3.2. Use information on technology to suggest new and improved workplace practices.</p> <p>3.3. Use current and emerging technology in day to day work activities.</p> <p>4.1. Identify and use a range of opportunities to update current and emerging knowledge of the hospitality industry.</p> <p>4.2. Monitor current issues and trends for the industry.</p> <p>4.3. Share updated information with colleagues.</p> <p>Elements</p> <p>1.1. Plan and organise tasks from organisational information.</p> <p>1.2. Discuss and confirm service requirements with supervisors as required.</p> <p>1.3. Prepare work area, equipment and supplies according to procedures to meet service requirements.</p>	
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Term	Week	Topic and key teaching points	Syllabus content	Assessment
		<ul style="list-style-type: none"> • 3. Complete Operational Tasks • 4. Complete End of Shift Duties 	<p>2.1.Greet customers courteously and determine their requirements for products and services.</p> <p>2.2.Offer relevant customer information and promote products and services according to organisational procedures.</p> <p>2.3.Interact with customers using appropriate methods and techniques to meet customer expectations of quality, presentation and timeliness of delivery.</p> <p>2.4.Resolve routine customer problems within scope of own responsibility and according to organisational policy.</p> <p>3.1.Follow work schedules and work cooperatively as part of a team to maximise efficiency.</p> <p>3.2.Follow workplace safety and hygiene procedures.</p> <p>3.3.Maintain cleanliness and tidiness of work areas.</p> <p>3.4.Use organisational procedures and technology to complete operational tasks.</p> <p>3.5.Identify problems and report operational issues as they arise.</p> <p>4.1.Follow end of shift procedures.</p> <p>4.2.Complete administration and reporting requirements.</p> <p>4.3.Provide customer feedback to relevant supervisors or managers.</p>	