



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIT30707 Certificate III in Hospitality**

**Revision Number: 1**

## **SIT30707 Certificate III in Hospitality**

### **Modification History**

Not applicable.

### **Description**

This qualification provides the skills and knowledge for an individual to be competent in skilled operations with the need to apply discretion and judgement. Work would be undertaken in various hospitality settings, such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. Individuals may have some responsibility for others and provide technical advice and support to a team.

The qualification is suitable for an Australian apprenticeship pathway.

### **Job roles**

Individuals with this qualification are able to perform roles such as:

- preparing and serving drinks at a bar
- preparing and serving espresso coffee
- serving food, wine and other beverages at tables
- providing reception or front desk services
- providing housekeeping services
- providing gaming services.

Possible job titles include:

- bar attendant
- barista
- waiter
- wine waiter
- front desk receptionist
- housekeeper
- gaming attendant.

### **Prerequisite requirements**

There are no prerequisites for entry to this qualification.

### **Pathways Information**

Not applicable.

### **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

### EMPLOYABILITY SKILLS SUMMARY

#### SIT30707 Certificate III in Hospitality

The following table contains a summary of the employability skills required by the hospitality industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

<b>Employability skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
<b>Communication</b>	Communicating with colleagues and customers to determine their specific needs; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers to ensure a positive hospitality experience.
<b>Teamwork</b>	Working as a skilled team member providing instructions, building group cohesion and applying discretion and judgement as needed; understanding own role in delivering the hospitality experience and servicing the needs of customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.
<b>Problem solving</b>	Anticipating problems that may arise with operational activities; mitigating problems by making acceptable adjustments to operational activities that adhere to the predetermined requirements and customer requests; identifying and clarifying the extent of problems that arise during operational activities, taking responsibility for or requesting assistance from other team members in resolving issues; using predetermined policies and procedures to guide solutions to operational problems.
<b>Initiative and enterprise</b>	Showing independence and initiative required to take a lead role in delivering the hospitality experience; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a range of hospitality product and service concepts to improve existing product and service options for the enterprise and its customers.
<b>Planning and organising</b>	Collecting, analysing and organising customer and product information to allow for efficient delivery of the hospitality experience; collecting, analysing and selecting

<b>Employability skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
	appropriate information to meet the needs of the specific customer group, pacing the delivery of information and service to meet operational and customer requirements; participating in continuous improvement by reporting successes or deficiencies of the hospitality experience being delivered.
<b>Self-management</b>	Understanding and complying with the legal responsibilities that apply to own role in hospitality sales and service; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering hospitality sales and service; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.
<b>Learning</b>	Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the hospitality knowledge required; sharing information with colleagues.
<b>Technology</b>	Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver quality customer service.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the hospitality industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

## Packaging Rules

### QUALIFICATION RULES

To achieve a Certificate III in Hospitality, 16 units must be completed:

- all 8 core units
- 8 elective units:

For this qualification, electives may be selected to meet either a specialist or multi-skilled

job outcome, as follows.

**Specialisations:**

- a minimum of 6 units must be selected from either Elective Group A - Food and Beverage, Elective Group B - Accommodation Services, or Elective Group C - Gaming
- the remaining units may be selected from the general elective units below, or from this or another endorsed Training Package or accredited course

**Multi-skilling:**

- a minimum of 6 elective units must be selected from the general elective units listed below
- the remaining units may be selected from this or another endorsed Training Package or accredited course
- a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

**CORE UNITS**

SITHIND001B	Develop and update hospitality industry knowledge
SITXCCS002A	Provide quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXHRM001A	Coach others in job skills
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures

***Plus one of the following:***

SITHFAB021A	Provide and coordinate food and beverage service *
SITHIND003A	Provide and coordinate hospitality service **

\* For candidates completing a Food and Beverage specialisation, SITHFAB021A Provide and coordinate food and beverage service must be completed.

\*\* For candidates NOT completing a Food and Beverage specialisation, SITHIND003A Provide and coordinate hospitality service must be completed.

## **ELECTIVE GROUP A - FOOD AND BEVERAGE**

### **Food and Beverage**

SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB227A	Operate and monitor cellar systems
SITHFAB007A	Complete retail liquor sales
SITHFAB008A	Provide room service
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB013A	Provide specialist advice on food
SITHFAB015A	Prepare and serve cocktails
SITHFAB017A	Provide gueridon service
SITHFAB018A	Provide silver service
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB323A	Provide advice on beers, spirits and liqueurs
SITHFAB324A	Provide specialised advice on food and beverage matching
SITHFAB325A	Provide specialised advice on Australian wines

SITHFAB326A	Provide specialised advice on imported wines
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## **ELECTIVE GROUP B - ACCOMMODATION SERVICES**

### **Accommodation Services**

SITHACS001B	Provide accommodation reception services
SITHACS002B	Conduct night audit
SITHACS003A	Provide porter services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITHACS007B	Launder linen and guest clothes
SITHACS008B	Provide valet service

### **Client and Customer Service**

SITXCCS001B	Provide visitor information
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### **Computer Operations and ICT Management**

BSBITU306A	Design and produce business documents
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### **Tourism Sales and Operations**

SITTTSL007B	Receive and process reservations
SITTTSL010B	Control reservations or operations using a computerised system

<b>ELECTIVE GROUP C - GAMING</b>	
<b>Computer Operations and ICT Management</b>	
BSBWOR204A	Use business technology
<b>Gaming</b>	
SITHGAM001A	Attend gaming machines
SITHGAM002A	Operate a TAB outlet
SITHGAM003A	Conduct a Keno game
SITHGAM004B	Analyse and report on gaming machine data
SITHGAM006A	Provide responsible gambling services
SITHGAM007A	Operate table games
SITHGAM008A	Deal a Baccarat game
SITHGAM009A	Conduct a Big Wheel game
SITHGAM010A	Deal a Blackjack game
SITHGAM011A	Deal a Poker game
SITHGAM012A	Deal a Pontoon game
SITHGAM013A	Conduct a Rapid Roulette game
SITHGAM014A	Conduct a Roulette game
SITHGAM015A	Conduct a Sic Bo game
SITHGAM016A	Spruik at a games location
<b>Finance</b>	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records

## GENERAL ELECTIVE UNITS

### Accommodation Services

SITHACS001B	Provide accommodation reception services
SITHACS002B	Conduct night audit
SITHACS003A	Provide porter services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITHACS007B	Launder linen and guest clothes
SITHACS008B	Provide valet service

### Administration

SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information

### Client and Customer Service

SITXCCS001B	Provide visitor information
SIRXCCS001A	Apply point-of-sale handling procedures
SITXCCS004A	Provide club reception services

**Commercial Cookery and Catering**

SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC006A	Prepare appetisers and salads
SITHCCC007A	Prepare sandwiches
SITHCCC030A	Package prepared foodstuffs
SITHCCC031A	Operate a fast food outlet

**Communication and Teamwork**

SITXCOM003A	Deal with conflict situations
SITXCOM004A	Communicate on the telephone
SITXCOM005A	Make presentations
SITXCOM006A	Address protocol requirements

**Computer Operations and ICT Management**

BSBITU102A	Develop keyboard skills
BSBITU201A	Produce simple word processed documents
BSBITU301A	Create and use databases
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBWOR204A	Use business technology

**Environmental Sustainability**

SITXENV001A          Participate in environmentally sustainable work practices

**Finance**

SITXFIN001A          Process financial transactions

SITXFIN002A          Maintain financial records

SITXFIN003A          Interpret financial information

BSBFIA303A          Process accounts payable and receivable

**First Aid**

HLTFA301B          Apply first aid

**Food and Beverage**

SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB227A	Operate and monitor cellar systems
SITHFAB007A	Complete retail liquor sales
SITHFAB008A	Provide room service
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB013A	Provide specialist advice on food
SITHFAB015A	Prepare and serve cocktails
SITHFAB016A	Plan and monitor espresso coffee service
SITHFAB017A	Provide gueridon service
SITHFAB018A	Provide silver service
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB325A	Provide specialised advice on Australian wines

**Food Safety**

SITXFSA001A	Implement food safety procedures
SITXFSA003A	Transport and store food in a safe and hygienic manner

**Gaming**

SITHGAM001A	Attend gaming machines
SITHGAM002A	Operate a TAB outlet
SITHGAM003A	Conduct a Keno game
SITHGAM004B	Analyse and report on gaming machine data
SITHGAM006A	Provide responsible gambling services
SITHGAM007A	Operate table games
SITHGAM008A	Deal a Baccarat game
SITHGAM009A	Conduct a Big Wheel game
SITHGAM010A	Deal a Blackjack game
SITHGAM011A	Deal a Poker game
SITHGAM012A	Deal a Pontoon game
SITHGAM013A	Conduct a Rapid Roulette game
SITHGAM014A	Conduct a Roulette game
SITHGAM015A	Conduct a Sic Bo game
SITHGAM016A	Spruik at a games location

**Inventory**

SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock

**Languages other than English**

SITXLAN1__A	Conduct basic workplace oral communication in a language other than English
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English

**Occupational Health and Safety**

SITXOHS003B	Identify hazards, and assess and control safety risks
SITXOHS004B	Implement and monitor workplace health, safety and security practices

**Quality and Innovation**

SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work

**Risk Management and Security**

CPPSEC3018A	Provide for the safety of persons at risk
CPPSEC2012A	Monitor and control individual and crowd behaviour
SIRXRSK001A	Minimise theft
SITXCCS305A	Provide lost and found facility

**Sales**

SIRXSLS001A            Sell products and services

SIRXSLS002A            Advise on products and services

**Tourism Sales and Operations**

SITTTSL007B            Receive and process reservations

SITTTSL010B            Control reservations or operations using a computerised system

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

***Bar attendant in a hotel or club (Food and Beverage specialisation)***

SITHFAB001C Clean and tidy bar areas  
SITHFAB002C Operate a bar  
SITHFAB009A Provide responsible service of alcohol  
SITHFAB015A Prepare and serve cocktails  
SITHFAB325A Provide specialised advice on Australian wines  
SITHFAB227A Operate and monitor cellar systems  
SITXFIN001A Process financial transactions  
SITXINV001A Receive and store stock

***Coffee machine operator or waiter in a small cafe (Food and Beverage specialisation)***

SITHCCC001B Organise and prepare food  
SITHCCC007A Prepare sandwiches  
SITHFAB004A Provide food and beverage service  
SITHFAB005A Provide table service of alcoholic beverages  
SITHFAB009A Provide responsible service of alcohol  
SITHFAB010C Prepare and serve non-alcoholic beverages  
SITHFAB011A Develop and update food and beverage knowledge  
SITHFAB012B Prepare and serve espresso coffee  
SITXFIN001A Process financial transactions  
SITXOHS002A Follow workplace hygiene procedures

***Waiter in a fine dining restaurant (Food and Beverage specialisation)***

SITHFAB003A Serve food and beverage to customers  
SITHFAB004A Provide food and beverage service  
SITHFAB005A Provide table service of alcoholic beverages  
SITHFAB009A Provide responsible service of alcohol  
SITHFAB011A Develop and update food and beverage knowledge  
SITHFAB018A Provide silver service  
SITHFAB325A Provide specialised advice on Australian wines  
SITXFIN001A Process financial transactions

***Wine waiter in a restaurant (Multi-skilling)***

SITHFAB005A Provide table service of alcoholic beverages  
SITHFAB009A Provide responsible service of alcohol  
SITHFAB011A Develop and update food and beverage knowledge  
SITHFAB013A Provide specialist advice on food  
SITHFAB222A Conduct a product tasting for alcoholic beverages  
SITHFAB325A Provide specialised advice on Australian wines  
SITXFIN001A Process financial transactions

***Front desk receptionist in a hotel (Accommodation Services specialisation)***

BSBITU306A Design and produce business documents  
SITHACS001B Provide accommodation reception services  
SITHACS002 Conduct night audit  
SITTTSL007B Receive and process reservations  
SITTTSL010B Control reservations or operations using a computerised system  
SITXADM001A Perform office procedures  
SITXCCS001B Provide visitor information

SITXFIN001A Process financial transactions  
*Gaming attendant in club, hotel or casino (Gaming specialisation)*  
SITHFAB005A Provide table service of alcoholic beverages  
SITHFAB009A Provide responsible service of alcohol  
SITHGAM001A Attend gaming machines  
SITHGAM002A Operate a TAB outlet  
SITHGAM003A Conduct a Keno game  
SITHGAM004B Analyse and report on gaming machine data  
SITHGAM006A Provide responsible gambling services  
SITXFIN001A Process financial transactions

## Unit Grid

BSBFIA303A Process accounts payable and receivable  
BSBITU102A Develop keyboard skills  
BSBITU201A Produce simple word processed documents  
BSBITU301A Create and use databases  
BSBITU306A Design and produce business documents  
BSBITU309A Produce desktop published documents  
BSBRES401A Analyse and present research information  
BSBWOR204A Use business technology  
CPPSEC2012A Monitor and control individual and crowd behaviour  
CPPSEC3018A Provide for the safety of persons at risk  
HLTFA301B Provide first aid  
SIRXCCS001A Apply point-of-sale handling procedures  
SIRXQUA001A Develop innovative ideas at work  
SIRXRSK001A Minimise theft  
SIRXSLS001A Sell products and services  
SIRXSLS002A Advise on products and services  
SITHACS001B Provide accommodation reception services  
SITHACS002B Conduct night audit  
SITHACS003A Provide porter services  
SITHACS004B Provide housekeeping services to guests  
SITHACS005B Prepare rooms for guests  
SITHACS006B Clean premises and equipment  
SITHACS007B Launder linen and guest clothes  
SITHACS008B Provide valet service  
SITHCCC001B Organise and prepare food  
SITHCCC002A Present food  
SITHCCC003B Receive and store kitchen supplies  
SITHCCC004B Clean and maintain kitchen premises  
SITHCCC006A Prepare appetisers and salads  
SITHCCC007A Prepare sandwiches  
SITHCCC030A Package prepared foodstuffs  
SITHCCC031A Operate a fast food outlet  
SITHFAB001C Clean and tidy bar areas  
SITHFAB002C Operate a bar

SITHFAB003A Serve food and beverage to customers  
SITHFAB004A Provide food and beverage service  
SITHFAB005A Provide table service of alcoholic beverages  
SITHFAB007A Complete retail liquor sales  
SITHFAB008A Provide room service  
SITHFAB009A Provide responsible service of alcohol  
SITHFAB010C Prepare and serve non alcoholic beverages  
SITHFAB011A Develop and update food and beverage knowledge  
SITHFAB012B Prepare and serve espresso coffee  
SITHFAB013A Provide specialist advice on food  
SITHFAB015A Prepare and serve cocktails  
SITHFAB016A Plan and monitor espresso coffee service  
SITHFAB017A Provide gueridon service  
SITHFAB018A Provide silver service  
SITHFAB021A Provide and coordinate food and beverage service  
SITHFAB222A Conduct a product tasting for alcoholic beverages  
SITHFAB227A Operate and monitor cellar systems  
SITHFAB323A Provide advice on beers, spirits and liqueurs  
SITHFAB324A Provide specialised advice on food and beverage matching  
SITHFAB325A Provide specialised advice on Australian wines  
SITHFAB326A Provide specialised advice on imported wines  
SITHGAM001A Attend gaming machines  
SITHGAM002A Operate a TAB outlet  
SITHGAM003A Conduct a Keno game  
SITHGAM004B Analyse and report on gaming machine data  
SITHGAM006A Provide responsible gambling services  
SITHGAM007A Operate table games  
SITHGAM008A Deal a Baccarat game  
SITHGAM009A Conduct a Big Wheel game  
SITHGAM010A Deal a Blackjack game  
SITHGAM011A Deal a Poker game  
SITHGAM012A Deal a Pontoon game  
SITHGAM013A Conduct a Rapid Roulette game  
SITHGAM014A Conduct a Roulette game  
SITHGAM015A Conduct a Sic Bo game  
SITHGAM016A Spruik at a games location  
SITHIND001B Develop and update hospitality industry knowledge  
SITHIND003A Provide and coordinate hospitality service  
SITTTSL007B Receive and process reservations  
SITTTSL010B Control reservations or operations using a computerised system  
SITXADM001A Perform office procedures  
SITXADM002A Source and present information  
SITXADM003A Write business documents  
SITXADM004A Plan and manage meetings  
SITXCCS001B Provide visitor information  
SITXCCS002A Provide quality customer service  
SITXCCS004A Provide club reception services  
SITXCCS305A Provide lost and found facility

SITXCOM001A Work with colleagues and customers  
SITXCOM002A Work in a socially diverse environment  
SITXCOM003A Deal with conflict situations  
SITXCOM004A Communicate on the telephone  
SITXCOM005A Make presentations  
SITXCOM006A Address protocol requirements  
SITXENV001A Participate in environmentally sustainable work practices  
SITXFIN001A Process financial transactions  
SITXFIN002A Maintain financial records  
SITXFIN003A Interpret financial information  
SITXFSA001A Implement food safety procedures  
SITXFSA003A Transport and store food in a safe and hygienic manner  
SITXHRM001A Coach others in job skills  
SITXINV001A Receive and store stock  
SITXINV002A Control and order stock  
SITXOHS001B Follow health, safety and security procedures  
SITXOHS002A Follow workplace hygiene procedures  
SITXOHS003B Identify hazards, and assess and control safety risks  
SITXOHS004B Implement and monitor workplace health, safety and security practices  
SITXQUA001A Contribute to workplace improvements  
SITXQUA002A Originate and develop a concept