

HOSPITALITY – Food and Beverage

SIT20316 Certificate II in Hospitality

Version 1/2023

COURSE DETAILS

Hours	240 hours
Type	Board Developed Course Category B
Duration	2 years
Unit Value	2 unit Preliminary 2 unit HSC
Specialisation	Yes, check with your school
HSC Exam	Yes
ATAR	Yes
Work Placement	Mandatory 70 hours
SBAT	Opportunity to complete a School Based Traineeship and gain credit towards the HSC
RECOGNITION	National and HSC Qualification

ASSESSMENT

Assessment strategies may include:

- Observation
- Student Demonstration
- Questioning
- Written tasks
- Tests



FURTHER STUDY

After achieving Certificate II in Hospitality, individuals could progress to a wide range of other qualifications in the hospitality and broader service industries, for example:

- Certificate III in Commercial Cookery
- Certificate III in Hospitality
- Certificate III in Tourism

DUTIES AND TASKS OF A WAITER

Waiters may perform the following tasks:

- Take restaurant reservations
- Set tables with clean linen or place mats, cutlery, crockery and glasses
- Welcome and seat customers and distribute menus
- Talk to guests about the menu and drinks and recommend combinations
- In some cases promote local produce and attractions to visitors from interstate and overseas
- Take customers' orders and send to kitchen staff or bar attendants
- Serve food and drinks
- Carve meat
- Make up bills and present them to customers
- Handle money or credit cards
- Clear tables and return dishes and cutlery to kitchens.

STUDENT OUTCOMES for Certificate II in Hospitality

These are the outcomes of graduates surveyed six months after completing their training for Certificate II in Hospitality.



All statistics are supplied by the [National Centre for Vocational Education Research](https://www.nvq.gov.au/)

Further reading:

<http://training.gov.au/training/details/SIT20316>

<https://smartandskilled.nsw.gov.au/for-students/job-guides>

<http://www.sbatinnsw.info/traineeships.php?trpg=travailable>

<https://www.myskills.gov.au/courses/details?Code=SIT20316>

ABOUT

This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes and coffee shops.

Skills and knowledge will prepare the students in providing effective hospitality service to customers.

JOB ROLES

- Bar attendant
- Bottle shop attendant
- Café attendant
- Catering assistant
- Food and beverage attendant
- Front office assistant
- Gaming attendant
- Porter
- Room attendant.



PERSONAL REQUIREMENTS

- Neat personal appearance
- A high level of personal hygiene
- Good communication skills
- Good memory
- Polite and patient
- Friendly and efficient
- Enjoy working with people
- Able to work as part of a team
- Able to handle money
- Able to cope with the physical demands of the job

CAREER PATHWAYS

Bar Attendant, Bottle Shop Attendant, Café Attendant, Catering Assistant, Front Office Assistant, Porter, Gaming Attendant, Food and Beverage Attendant, Room Attendant.

