

## Spectrum Education & Training

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# SIT20207 - Certificate II in Hospitality - Operations

## Course Overview

The Certificate II in Hospitality SIT20207 is based on the National Tourism, Hospitality and Events competency standards in line with industry requirements. The course will assist you to gain the necessary basic skills required to work within the hospitality industry.

The customers service skills developed through this course can be used in other industries such as retail, office administration and call centre work.

## Summary of units

- Develop and update hospitality industry knowledge
- Work with colleagues and customers
- Work in a socially diverse environment
- Follow health, safety and security procedures
- Follow workplace hygiene procedures
- Apply food and beverage skills in the workplace

The course will also include 6 additional units chosen from the electives list.

## Career Options

This course will assist you to gain employment in cafes, hotels and restaurants as a waiter/waitress or a bar attendant providing customer service.

## How the course is run

The course is usually run 4 days per week for 3 months.

**Some courses will incur student tuition fees and charges.**

**SET is a provider of Commonwealth and State funded training.  
Call us to check your eligibility for Government funded places.**

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