

SIT20322 Certificate II in Hospitality

Have you always enjoyed meeting new people? Do you value great customer service? This course will give you hands-on practical experience, allow you to discover the endless opportunities in hospitality, and set you up with skills for a bright future.

In this course, you may:

- interact with and serve a range of customers
- prepare and serve a range of different beverages
- learn how to process financial transactions
- learn how to stay safe and healthy in the workplace
- use a range of industry-standard equipment
- undertake a practical industry work placement.

Career pathways

This qualification provides a pathway to work in restaurants, hotels, motels, catering businesses, cafes, pubs and coffee shops. Potential roles could include café attendant, bar attendant, catering assistant, food and beverage attendant, front office assistant, and room attendant.

Further study pathway

SIT20322 Certificate II in Hospitality

Certificate III in Hospitality
 Certificate III in Commercial Cookery
 Certificate III in Catering
 Certificate III in Patisserie
 Certificate III in Tourism
 Certificate III in Events

Units

Units are subject to change and will be confirmed upon enrolment.

Code	Name
BSBTWK201	Work effectively with others
SITHIND006	Source and use information on the hospitality industry
SITHIND007	Use hospitality skills effectively
SITXCCS011	Interact with customers
SITXCOM007	Show social and cultural sensitivity
SITXWHS005	Participate in safe work practices
SITXFSA005	Use hygienic practices for food safety
SITHFAB021	Provide responsible service of alcohol
SITXFIN007	Process financial transactions
SITHFAB024	Prepare and serve non-alcoholic beverages
SITHFAB025	Prepare and serve espresso coffee
SITHFAB027	Serve food and beverage

