



Certificate IV in Hospitality (SIT40307)

From the Hospitality Training Package SIT07

For Switched On Staff.

This program is designed for developing Hospitality Supervisors who wish to improve their leadership and management capabilities in the dynamic Hospitality Industry, gaining extra skills so as to be considered professionals in their field.

Course format:

Distance mode with personal coaching

Resources:

High quality texts, workbooks, CD tutorials and notes.

Fee:

\$3,785.00 or \$300 deposit with our payment plan.

(Personal quotes for those attracting recognition)

Ask for details of our convenient payment plan.

Core Units (Essential)

- SITHINDO03A Provide and coordinate hospitality service
- SITXCCSO02A Provide quality customer service
- SITXCOMO01A Work with colleagues and customers
- SITXCOMO02A Work in a socially diverse environment
- SITXCOMO03A Deal with conflict situations
- SITXFINO03A Interpret financial information
- SITXHRMO01A Coach others in job skills
- SITXHRMO05A Lead and manage people
- SITXINVO01A Receive and store stock
- SITXINVO02A Control and order stock
- SITXMGTO01A Monitor work operations
- SITXOHSO01A Follow health, safety and security procedures
- SITXOHSO02A Follow workplace hygiene procedures
- SITXOHSO04A Implement and monitor workplace health, safety and security practices

Elective Units

- Twelve electives are chosen that reflect your work tasks. These would be chosen to suit work in for example - a BYO café, a licensed restaurant, club reception or motel housekeeping. A list of units will be provided to choose from.

Training & Learning

Learning is provided through several methods such as workplace learning, learner workbooks, textbooks, notes, CD tutorials and workshops.

***Assessment**

Clients are assessed by several methods for each unit/group of units. These can include for example a portfolio of work documents/samples, a supervisor's report, observation by your assessor of your work, work project reports and questioning by your assessor.

*Students will be required to demonstrate they are competent in line with each unit's requirements to achieve each unit.

Your Trainer & Assessor:

Heading our training team is Jenny Hemmings, the manager of Maxwells Services, who is a highly experienced hospitality professional with 30 years in industry starting in front of house, and later, qualifying as a chef. She has owned and successfully run several businesses from a coffee shop, 4-star restaurant, a motel and restaurant and organised catering for up to 2,000 people in a day. Jenny's catering company catered over many years for events such as the Prime Ministers XI VIP dinner, and the Optus launch ACT. Jenny is also highly qualified in Tourism, Business and Vocational Training.

Maxwells Services:

Maxwells Services is a Registered Training Organisation providing Fee-paid Distance courses and Recognition of Skills in all states and Traineeship Training and Assessment in New South Wales.

4 Reasons why Maxwells Services is the best training company to go with:

1. We believe that the purpose of formal training is to assist clients to develop both professionally and personally resulting in enjoyment and a sense of pride and purpose in being successful
2. We provide very practical and current work-related training and assessment
3. We respond to you and your particular needs promptly
4. We follow through on our agreements with you because *"Your Success is our Goal"*

CONTACT US TO DISCUSS THIS FURTHER

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