

*Make Service
a real
Pleasure*



Diploma of Hospitality Management

Course Duration: 52 weeks

Class Schedule:

*25 hours 3 days per week

Entry Requirements

No entry requirements for Australian students.

Preferred Pathways

- Completed Year 12 (HSC or equivalent)

OR

- Individuals may enter with limited or no vocational experience and without a relevant lower level qualification.

* Students may be required to complete additional hours beyond class times to complete the course.

Course Outline: SIT50416

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

Unit Cluster 1: Administration 4

SITXFIN003	Manage finances within a budget
SITXFIN004	Prepare and monitor budgets
SITXGLC001	Research and comply with regulatory requirements
BSBMGT517	Manage operational plan
BSBHRM506	Manage recruitment, selection and induction processes

Unit Cluster 2: Client and Customer Service Skills 4

BSBCUS501	Manage quality customer service
SITXCCS007	Enhance customer service experiences
SITXCCS008	Develop and manage quality customer service practices
SITXMGT002	Establish and conduct business relationships
SITHIND001	Use hygienic practices for hospitality service
SITHIND004	Work effectively in hospitality service
SITXHRM002	Roster staff
SITXMGT001	Monitor work operations
SITHFAB005	Prepare and serve espresso coffee

Unit Cluster 3: Communication 4

BSBDIV501	Manage diversity in the workplace
SITXHRM003	Lead and manage people
BSBLDR502	Lead and manage effective workplace relationships
SITXCOM005	Manage conflict
BSBCMM401	Make a presentation
SITXCOM004	Address protocol requirements
BSBRES401	Analyse and present research information
BSBADM502	Manage meetings

Unit Cluster 4: Work Safety

SITXWHS003	Implement and monitor work health and safety practices
SITXFSA002	Participate in safe food handling practices
SITXWHS002	Identify hazards, assess and control safety risks
SITHFAB002	Provide responsible service of alcohol

Unit Cluster 5: Sustainability

BSBRK501	Manage Risk
BSBSUS501	Develop workplace policy and procedures for sustainability

Course Pathway:

Students successfully completing this course may further study at Diploma or Advanced Diploma level at CTI. Individuals can also progress to other qualifications in any service industry field or advance to study at a university of their choice.



Access more information on line

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www.cti.qld.edu.au

