



SIT30707 - CERTIFICATE III IN HOSPITALITY

酒店餐饮服务业三级证书

WHO SHOULD ENROL INTO THIS QUALIFICATION

招生对象

Individuals wanting to pursue a career in hospitality. Providing the skills and knowledge for an individual to be competent in skilled operations with the need to apply discretion and judgement. Work would be undertaken in various hospitality settings, such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. Individuals may have some responsibility for others and provide technical advice and support to a team.

本课程适合有志在酒店餐饮服务领域内就业的人士。职业技能操作需要谨慎的态度和判断的能力，该课程可提供所需的技能和知识足以使您胜任此类工作。就业场所包括餐馆，酒店，旅馆，俱乐部，酒吧，西餐厅和咖啡店等。工作中需要对他人有一定的责任感并提供技术性的建议和团队支持。

- This qualification is recognised nationally under the Australian Qualifications Framework (AQF)
该证书经由澳大利亚学历资格认证纲要评审，在全澳洲范围内获得认可
- A summary of the employability skills developed through this qualification can be accessed from:
查看更多与该证书就业技能相关摘要可点击如下网址：
<http://employabilityskills.training.com.au>

DURATION

学期

The qualification can be completed within 9 to 12 months dependant on your full-time/part-time status.

该课程须在九个月至十二个月内完成，这取决于您是选择全日制学习还是在职进修。

PRE-REQUISITES

预修课程

There are no prerequisites for entry into this qualification

该课程无预修课程要求。

QUALIFICATION RULES

课程要求

To achieve a Certificate III in Hospitality, 16 units must be completed:
 您需要完成十六门课程以获得《酒店餐饮服务业三级证书》，包括：

- 8 core units
八门必修课程
- 8 elective units
八门选修课程

CORE UNITS		
必 课 程	修 课 程	程
SITXOHS001A-	Follow health, safety and security procedures 遵循健康、人身安全及工作场所安保工作程序	10
SITXOHS002A-	Follow workplace hygiene procedures 遵循工作场所卫生规程	15
SITXCCS002A-	Provide quality customer service 优质的客户服务	40
SITXCOM001A-	Work with colleagues and customers 与同事和顾客的关系	25
SITXCOM002A-	Work in a socially diverse environment 社会文化多样化环境下工作	20
SITHIND001A-	Develop and update hospitality industry knowledge 酒店餐饮业知识的积累与更新	25
SITXHRM001A-	Coach Others in job skills 教授他人工作技能	20
Select one of the below depending on career pathway 根据职业发展方向从下表中选取		
SITHIND003A-	Provide and Coordinate hospitality service 酒店接待服务的提供与协调	0
For candidates NOT completing Food and beverage specialisation 非餐饮服务课程的学生可选		
SITH FAB021A-	Provide and coordinate food and beverage service 餐饮服务的提供与协调	0
For candidates completing Food and beverage specialisation 修读餐饮服务课程的学生可选		
CAREER PATHWAY EXAMPLES 职业方向实例		
FOOD AND BEVERAGE - ELECTIVE UNITS		
餐 饮 服 务 课 时	一 选 修 课 程	程
SIXHFAB012A-	Prepare and Serve Espresso Coffee 意式咖啡的制作与侍客服务	30
SITHFAB009A-	Provide Responsible Service of Alcohol 提供负责任的酒精类饮品服务	10
SITXFIN001A-	Process Financial Transactions 收银业务的工作流程	25
SITHFAB001A-	Clean and Tidy a Bar areas	10

	吧台区的清洁与维护	
SITHFAB003A-	Serve food and beverage to customers 餐桌服务	80
SITHFAB002A-	Operate a Bar 吧台运作	30
SITHFAB004A-	Provide food and beverage service 餐饮服务的准备与礼仪	110
SITHFAB005A-	Provide table service of alcoholic beverages 餐饮酒水服务	50

HOUSEKEEPING - ELECTIVE UNITS

客 房 服 务 - 选 修 课 程 课 时

SITHACS006A-	Clean premises and equipment 酒店及其设施的清洁	12
SITXENV001A-	Participate in environmentally sustainable work practices 工作中环境保护的实践	40
SITHACS004A-	Provide housekeeping services to guests 客房服务	10
SITXCCS001A-	Provide visitor information 提供旅游信息	30
SITXOHS003A-	Identify hazards and assess and control safety risks 识别危害，提高风险意识	30
SITHACS005A-	Prepare rooms for guests 客房的布置准备	25
PRMCL19B-	Remove Waste 垃圾的处理	10
PRMCL35B-	Maintain a cleaning storage area 洁净存放区的维护	15

PORTER / CONCIERGE - ELECTIVE UNITS

迎 宾 服 务 - 选 修 课 程 课 时

BSBITUI01A-	Operate a personal computer 个人电脑操作	20
SITHACS003A-	Provide porter services 门童服务	10
SITHACS008A-	Provide valet service 代客泊车服务	40
SITTIND001A-	Develop and update tourism industry knowledge 旅游业知识的积累与更新	25

SITTTSL002A-	Access and interpret product information 产品信息的理解和阐释	65
SITTTSL008A-	Book and coordinate supplier services 预订和协调供应商服务	20
SITXCCS001A-	Provide visitor information 提供旅游信息	30
TDTCI97B -	Drive vehicle 车辆驾驶	30

FRONT OFFICE - ELECTIVE UNITS

前 台 服 务 一 选 修 课 程 课 时

BSBITUI01A-	Operate a personal computer 个人电脑操作	20
SITHACS001A-	Provide accommodation reception services 提供住宿接待服务	30
SITTTSL007A -	Receive and process reservations 客房预订服务程序	30
SITXADM001A-	Perform office procedures 办公流程	20
SITXCCS001A-	Provide visitor information 提供旅游信息	30
SITXFIN001A-	Process financial transactions 收银业务的工作流程	25
SITXFIN002A-	Maintain financial records 财会记录的保存	60
SITTTSL010A-	Control reservations or operations using a computerised system 计算机管理系统进行客房预定管理	120