

SIT40307 - CERTIFICATE IV IN HOSPITALITY

酒店餐饮服务业四级证书

WHO SHOULD ENROL INTO THIS QUALIFICATION

招生对象

Individuals who have complete Certificate III in Hospitality and individuals who are employed as Team leaders and/or supervisors within the hospitality sector who want to further a career within hospitality management.

本课程适合已完成酒店餐饮服务业三级证书的人士，或在该行业担任领班/主管并希望进一步拓展酒店餐饮管理职业生涯的人士亦可报读此课程。

- 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 12 to 15 months dependant on your full-time/part-time status.

该课程须在十二个月至十五个月内完成，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 IV in Hospitality, 26 units must be completed:

您需要完成二十六门课程以获得《酒店餐饮服务业四级证书》，包括：

- 14 core units
十四门必修课程
- 12 elective units
十二门选修课程

CORE UNITS

必修课程

课程

SITHIND003A-	Provide and coordinate hospitality service 提供和协调酒店餐饮服务	0
SITXCCS002A-	Provide quality customer service 提供优质客户服务	40
SITXCOM001A-	Work with colleagues and customers 与同事及顾客关系	25
SITXCOM002A-	Work in a socially diverse environment 社会文化多样化环境下工作	20
SITXCOM003A-	Deal with conflict situations 冲突事件的处理	20
SITXFIN003A-	Interpret financial information 财会基本知识	60
SITXHRM001A-	Coach others in job skills 教授他人工作技能	20
SITXINV001A-	Receive and store stock 存货的接收与存放	10
SITXINV002A-	Control and order stock 存货控制与进货	25
SITXMGT001A-	Monitor work operations 日常运作的监管	20
SITXHRM005A-	Lead and manage people 员工的引导和管理	60
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
SITXOHS004A-	Implement and monitor workplace health, safety and security practices 健康、人身安全及工作场所安保工作程序的贯彻和监管	30

CAREER PATHWAY EXAMPLES

职业方向实例

FOOD AND BEVERAGE - ELECTIVE UNITS

餐饮服务—选修课程

课时

SITHFAB009A-	Provide responsible service of alcohol 提供负责的酒精类饮品服务	10
SITHFAB012A-	Prepare and serve espresso coffee 意式咖啡的制作与侍客服务	30
SITHFAB003A-	Serve food and beverage to customers 餐桌服务	80
SITHFAB010A-	Prepare and serve non alcoholic beverages 软性饮品的准备与侍客服务	15
SITXFIN001A-	Process financial transactions 收银业务的工作流程	25
SITHFAB001A-	Clean and tidy bar areas 吧台区的清洁与维护	10
SITHFAB004A-	Provide food and beverage service 餐饮服务的准备与礼仪	110
SITHFAB002A-	Operate a bar 吧台运作	30
SITHFAB013A-	Provide specialist advice on food 提供专业饮食建议	40
SITHFAB011A-	Develop and update food and beverage knowledge 餐饮服务知识的积累与更新	50
SITHIND001A-	Develop and update hospitality industry knowledge 酒店餐饮业知识的积累与更新	25
SITHFAB005A-	Provide table service of alcoholic beverages 餐宴酒水服务	50

PORTER / CONCIERGE - ELECTIVE UNITS

迎宾服务-选修课程

课时

SITHIND001A-	Develop and update hospitality industry knowledge 酒店餐饮行业知识的积累与更新	25
SITTIND001A-	Develop and update tourism industry knowledge 旅游业知识的积累和更新	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
SITXCOM004A-	Communicate on the telephone 电话沟通	5
SITXCOM003A-	Deal with conflict situations 冲突事件的处理	20
BSBCMNI07A-	Operate a personal computer 操作个人电脑	20
SITHACS003A-	Provide porter services 门童服务	10
SITHACS008A-	Provide valet service 代客泊车服务	40
SITXCOM006A-	Address protocol requirements 酒店餐饮服务礼仪规范	25
SITXCOM003A-	Deal with conflict situations 冲突事件的处理	20
TDTCI97B-	Drive vehicle 车辆驾驶	30
SITHACS006A-	Clean premises and equipment 酒店及其设施的清洁	12
PRMCLI9B-	Remove waste 垃圾的处理	10
PRMCL33B-	Plan for safe and efficient cleaning activities 安全高效的清洁安排	15
PRMCL35B-	Maintain a cleaning storage area 洁净存放区的维护	15
PRMCL41A-	Apply basic communication skills 基本沟通技巧的运用	15
SITHACS004A-	Provide housekeeping services to guests 客房服务	10
SITHACS005A-	Prepare rooms for guests 客房的布置准备	25
SITHACS008A-	Provide valet service 代客泊车服务	40
SITHIND001A-	Develop and update hospitality industry knowledge 酒店餐饮行业知识的积累与更新	25
SITXCOM004A-	Communicate on the telephone 电话沟通技巧	5
SITXENV001A-	Participate in environmentally sustainable work practices 工作中环境保护的实践	40

HOUSEKEEPING - ELECTIVE UNITS

客房服务-选修课程

课时