



FOOD FUTURES

SIT20322 CERTIFICATE II IN HOSPITALITY FRONT OF HOUSE PROGRAM

This introductory course equips you to work in various hospitality settings.

You'll learn how to:

- hospitality service skills
- barista coffee making
- service of food and beverage
- use hygienic practices for food safety
- participate in safe work practices

2023 – 2024



This program comprises a minimum of 12 units of competency



UNITS OF COMPETENCY

Code	Unit of competency
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
SITHFAB024	Prepare and serve non-alcoholic beverages
SITHFAB025	Prepare and serve espresso coffee
SITHFAB027	Serve food and beverage
SITHFAB036	Provide advice on food

PATHWAYS

This qualification reflects the role of individuals who have a defined and limited range of hospitality operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.

This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.

For further information, visit <training.gov.au/Training/Details/SIT20322>.