

## SERVICE INDUSTRIES

Working in the service sector is all about enhancing and improving the lives of others as well as helping businesses to operate effectively. Tasks within service industries usually require teamwork, communication and attention to detail. These skills are easily transferable, giving you the flexibility to adapt and challenge yourself in new roles throughout your career. Whichever path you choose, you'll get lots of variety working in this sector and the opportunities to meet different people every day.

## HOSPITALITY, CULINARY OPERATIONS & TOURISM

Does the idea of perfectly cooked scotch fillet or freshly baked pastry have your mouth watering? Perhaps, making a great cup of coffee or taking care of a large table of people sounds like a bit of fun to you? With this service industry pathway, you'll learn by doing and gain practical hands-on skills working in our professional training cafes, restaurants and commercial kitchens. Gain knowledge from award winning and globally experienced tutors and benefit from their strong relationships with the industry.

### HOSPITALITY / LEVEL 2

Learn how to make a perfect flat white in small, fun classes before starting your career in the hospitality industry. You'll learn the origins of coffee from bean to cup, customer service and serve guests at real-life campus events.

Course delivery: Terms 1-3, 1 day per week, ROT, TGA.

| UNIT STD                  | ESSENTIAL SKILLS FOR THE HOSPITALITY INDUSTRY  | LEVEL    | CREDITS   |
|---------------------------|--|----------|-----------|
| 62                        | Maintain personal presentation and a positive attitude in a workplace involving customer contact               |          | 3         |
| 9677                      | Communicate in a team which has an objective   |          | 3         |
| 57                        | Provide customer service   |          | 2         |
| 17285                     | Demonstrate knowledge of commercial espresso coffee equipment and prepare espresso beverages under supervision |          | 4         |
| 13272                     | Cook food items by baking  |          | 2         |
| 13281                     | Prepare and present basic sandwiches for service   |          | 2         |
| 13283                     | Prepare and present salads for service   |          | 2         |
| 21059                     | Demonstrate knowledge of knife care, use, storage, and carrying, for the hospitality industry                  |          | 2         |
| <b>TOTAL CREDIT VALUE</b> |  | <b>2</b> | <b>20</b> |

