



Need new skills to get a job?

Now's the time to get skills ready with **fee-free*** training!

Youth, concession students and displaced workers pay nothing - that's no course or resource fees. **Get skills ready – enrol now!**

HOSPITALITY SERVICE SKILL SET

State ID AE381

Overview

WA has a large and vibrant hospitality industry, from bars and cafes through to world class restaurants and venues, hotels and resorts. Hospitality offers a range of both entry level jobs and career progression opportunities. If you're keen to get back into the hospitality service industry or just get started, this skill set is for you.

You will learn responsible service of alcohol (RSA), barista skills using commercial machines, how to communicate effectively and provide quality service to customers including establishing rapport, determining and addressing their needs, and responding and managing complaints. You'll also learn how to process cash and other payments using business technology and reconcile takings at the end of the service period or day. The skill set also includes infection control and prevention procedures and food safety.

This skill set will prepare you with the skills for a role as a barista, front of house food and beverage attendant, or back of house kitchen attendant.



Further study options

The units in this skill set may lead to the qualifications listed below and other qualifications that allow selection of these units.

Half price courses[†]:

- » Certificate III in Hospitality
- » Certificate II in Kitchen Operations

Other courses:

- » Certificate II in Hospitality
- » Certificate III in Hospitality (General Front of House)
- » Certificate III in Hospitality Operations
- » Certificate III in Hospitality (Food and Beverage)

**LOWER FEES
LOCAL SKILLS**

[†]Eligibility requirements apply.
Talk to your training provider
or local Jobs and Skills Centre.

How to enrol

Visit jobsandskills.wa.gov.au/skillsready for a list of training providers approved to deliver this skill set, or alternatively visit your local Jobs and Skills Centre or contact them on 13 64 64.

For more information

Check out the Frequently Asked Questions under the 'Skills Ready' section of the Jobs and Skills WA website.

[†]Eligibility requirements apply.

Call your local Jobs and Skills Centre on **13 64 64**
for more information or visit jobsandskills.wa.gov.au/skillsready



Units of competency

Unit code	Unit title
SITHFAB002	Provide responsible service of alcohol
SITHFAB005	Prepare and serve espresso coffee
SITHFAB007	Serve food and beverage
SITXCCS006	Provide service to customers
SITXFIN001	Process financial transactions
SITXFSA001	Use hygiene practices for food safety
HLTINFCOV001	Comply with infection prevention and control policies and procedures

Eligibility criteria

Students who meet one or more of the following eligibility requirements will be eligible for fee free (course and resource fee) training.

Eligibility requirements	Evidence of eligibility
Persons aged 15–24 years at the time of enrolment (excluding school students).	» Present current driver's license, birth certificate or similar.
Persons and dependants of persons receiving JobKeeper payments.	» A statutory declaration from an employer confirming they are in receipt of JobKeeper payments for the student.
Persons and dependants of persons receiving the Youth Allowance, AUSTUDY or ABSTUDY.	» Evidence or advice from Centrelink.
Persons and dependants of persons holding: » a Pensioner Concession Card; » a Health Care Card; or » a Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.	» Present valid card.
Persons and dependants of persons in receipt of services from the following Commonwealth support or employment services programs: » Jobactive; » Online Employment Services; or » ParentsNext.	» A letter from the Commonwealth services provider confirming the student's participation in the program.
Dependants of persons who are inmates of a custodial institution.	» Present evidence to show that the student is the dependant of an inmate and identify the relationship between the two.

Students who do not meet one or more of the criteria listed above are able to enrol in the skill sets and pay the applicable course and resource fees in accordance with the Department of Training and Workforce Development's current Fees and Charges Policy, available at [dtwd.wa.gov.au](https://www.dtwd.wa.gov.au).

This program is funded by JobTrainer - a joint initiative of the Western Australian and Australian governments.

Current at 28 January 2021