



## SIT20316 Certificate II in Hospitality



This qualification reflects the role of individuals who have a defined and limited range of hospitality operational skills and basic industry knowledge. Students will be involved in mainly routine and work under direct supervision in the workplace. This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.

### Units of Competency

#### Core

- BSBWOR203 Work effectively with others
- SITHIND002 Source and use information on the hospitality industry
- SITHIND003 Use hospitality skills effectively
- SITXCCS003 Interact with customers
- SITXCOM002 Show social and cultural sensitivity
- SITXWHS001 Participate in safe work practices



#### Electives (Accommodation Services)

- SITHACS002 Provide housekeeping services to guests
- SITHACS003 Prepare rooms for guests
- CPPCLO3009 Clean glass surfaces
- CPPCLO3017 Clean wet areas
- CPPCLO3019 Remove waste and recyclable materials
- CPPCLO3035 Maintain cleaning storage areas



NSW Smart & Skilled fees will apply for eligible students for this qualification.

This qualification is also available as a Traineeship