



Impact Training Institute
**Hospitality, RSA, HACCP and
Food and Beverage Service Training**
4 Day Course
Normally \$800 Now \$490 JSA \$290

This course focuses on developing skills, knowledge and attribute required to perform effectively within the hospitality industry. You will be able to follow occupational safety and security procedures, provide quality customer service and provide food and beverage services. The course includes RSA, HACCP, OHS, Food Hygiene and service skills required to work within the hospitality industry.

SIT20207 CERTIFICATE II IN HOSPITALITY – Statement of Attainment in

SITHFAB009A – RSA Provide responsible service of alcohol

This unit describes performance outcomes, skills and knowledge required to responsibly to sell and serve alcohol and to satisfy the requirements for responsible sale and service of alcohol (RSA) under state or territory legislation.

SITHFAB004A – Provide food and beverage services

This unit describes the performance outcomes, skills and knowledge required to provide quality food and beverage service to customers in a range of hospitality industry enterprises

SITXOHS001A – Follow health, safety and security procedures (HACCP)

This unit describes the performance outcomes, skills and knowledge required to follow predetermined health, safety and security procedures. It requires the ability to incorporate safe work practices into all workplace activities and to participate in the organisation's OHS management practices.

SITXCCS002A – Provide quality customer service

This unit describes the performance outcomes, skills and knowledge required to provide quality service to customers in a range of service industry workplace. It requires the ability to determine and address diverse customer needs and expectations, customer preferences, establish rapport, deal with complaints and difficult service situations.