

PERSONAL LEARNING REQUIREMENTS

SIT20322 Certificate II in Hospitality

The skills and abilities required to study in this course include:

Communication Skills

- Ability to appropriately give and receive feedback to colleagues or clients
- Ability to develop and maintain relationships with all stakeholders (e.g. build trust and rapport)
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Demonstrate accurate and clear written communication (e.g. food orders, messages)
- Listen actively (e.g. ability to take client orders, understand instructions and receive client feedback)
- Respond to communication in a time efficient, accurate and appropriate manner (e.g. verbal instructions or emails)
- Speak clearly and directly with clients, colleagues and stakeholders (e.g. taking orders, discussing menu items)
- Understand, use and respond to non-verbal communication appropriately
- Use effective questioning techniques (e.g. understand customer needs / job requirements)

Physical Skills

- Ability to be on your feet for extended periods of times, both walking and standing, and maintaining consistent physical performance throughout your day
- Ability to work in various environments (e.g. changing conditions, hot/cold, low light, indoors/outdoors)
- Adequate vision is required (e.g. to avoid physical hazards)
- Capacity to use and operate a range of tools, machinery and equipment correctly and safely (e.g. glass & dishwashing machines, espresso machine, cleaning equipment)
- Capacity to use computers/smart devices
- Good hand and eye co-ordination (e.g. making & serving drinks, serving food and wine)
- Gross motor abilities and good mobility, as role involves significant physical activity and manual tasks on consistent basis (e.g. lifting, bending, twisting, reaching, pushing)
- Manual handling techniques (e.g. lifting, carrying, pulling, pushing etc.)
- Tolerance to working with and being in an environment with all types of food (NB if you have any food allergies you will require medical clearance to commence this course)

Cognitive Skills

- Ability to carry out work in a required order or sequence (e.g. including understanding and following instructions)
- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to perform basic mathematical skills (e.g. addition and subtraction, calculating required amounts of cutlery for setting tables, follow standard recipes for drinks)
- Ability to reflect and act on feedback, and undertake professional development if required
- Accept responsibility for accurate completion of work and seek help when required
- Awareness / ability to diligently observe (e.g. to respond to customer needs)
- Be responsible for self and others' health and safety
- Capacity to develop, apply and maintain hospitality industry knowledge
- Capacity to maintain focus and concentration while undertaking routine or repetitive tasks
- Effective problem solving ability (e.g. customer complaints)

- Engages in continuous learning opportunities (e.g. willing to learn new products or services or other industry related skills and knowledge)
- Good working memory (e.g. able to recall customer requirements, procedures, information)
- Operational knowledge of computers/smart devices (e.g. point of sale, online bookings)
- Read, understand and interpret written materials (e.g. menus, brochures, promotional materials, manufacturer's instructions, workplace safety signs, wine lists, drink lists)
- Sales and cash handling skills, including calculating change, basic security
- Select and use the right personal protective equipment to manage personal safety in the workplace (e.g. choosing appropriate footwear when working in a particular environment – bar attendant may wear leather shoes with a non-slip sole)
- Understand and follow policies and procedures (e.g. liquor laws, food safety, health & safety)
- Understanding of industry customer service requirements

Behavioural & Social Skills

- Ability to remain alert, focused and engaged with clients, community groups and staff
- Ability to work as part of a team and/or independently
- Ability to work independently
- Attention to detail
- Commitment to safety (e.g. using Personal Protective Equipment)
- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Enthusiasm for customer service
- Flexible (e.g. people in the hospitality industry often have unusual hours and may be required to take on different or multiple roles at any given time, work split shifts, night work, weekends, public holidays)
- Genuine interest in interacting and working with people
- Initiative (e.g. willingness to take on responsibilities and challenges)
- Maintain neat personal appearance, including a high level of personal hygiene
- Stress tolerance (e.g. deal calmly with stressful situations or under pressure such as during a busy service period or during practical assessment sessions)
- Willingness to care/work with people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

Technical Skills

- Use information technology to support communication (e.g. computers for reports, email)
- Use of tools and equipment in a commercial kitchen or events location

Digital Skills

- Able to log on with a username and password
- Able to complete a basic internet search to find specific information, e.g. Today's temperature
- Able to turn a computer on and off again
- Able to create a new folder for student files
- Able to use a drop down menu to select an option on digital form, e.g. state or territory
- Able to save a file
- Able to use a computer mouse with increasing accuracy and right clicks to locate menu
- Can distinguish 'Reply' from 'Reply all' in emails
- Recognises a range of software icons on desktop

Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

Phone: 03 5225 0500

Email: courinfo@gordontafe.edu.au

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all-courses>