



CRICOS: **098553A**



SERO | Hospitality

**SIT60316**

**Advanced Diploma**

# of Hospitality Management

**Accelerated Front of House Program**

Café Owner or Manager ✓	Club Secretary or Manager ✓	Motel Owner or Manager ✓
Area or Operations Manager ✓	Food and Beverage Manager ✓	So many opportunities ...

**We see you succeeding.**

This qualification has been designed specifically for international students who are wishing to fill a senior management role in the hospitality industry, with particular emphasis on Front of House and Operations. It provides students with the skills and knowledge in the areas of Leadership, Management, Finance and empowers them to be able to take responsibility for monitoring and directing a workforce.

The program is designed to provide the knowledge, skills and experience needed for graduates to successfully undertake their desired job in the hospitality sector, domestically and internationally.

**Take the first steps in making your dream a reality.** Chat to Sero Institute today and find out how you can join their growing list of successful students.

- 📞 1800 206 010
- ✉ info@sero.edu.au
- 📍 seroinstitute
- 🗣 seroinstitute17
- 🌐 seroinstitute

*SERO is with you every step of the way.*



SERO Institute PTY Ltd RTO # 32303 CRICOS # 03528K

**Take charge today.**

**www.serolearning.com.au** 🌐

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# Advanced Diploma of Hospitality Management

## Accelerated Front of House Program



**Course structure** 33 Units: 16 Core / 17 Elective | **Course Duration:** 104 Weeks

**Core:**

- ✓ **SITXCCS008** Develop and manage quality customer service practices
- ✓ **BSBDIV501** Manage diversity in the workplace
- ✓ **SITXHRM003** Lead and manage people
- ✓ **BSBMGT517** Manage operational plan
- ✓ **SITXFIN003** Manage finances within a budget
- ✓ **SITXFIN004** Prepare and monitor budgets
- ✓ **SITXHRM004** Recruit, select and induct staff
- ✓ **SITXMGT002** Establish and conduct business relationships
- ✓ **SITXMPR007** Develop and implement marketing strategies
- ✓ **SITXGLC001** Research and comply with regulatory requirements
- ✓ **SITXMGT001** Monitor work operations
- ✓ **SITXHRM006** Monitor staff performance
- ✓ **SITXFIN005** Manage physical assets
- ✓ **SITXWHS004** Establish and maintain a work health and safety system
- ✓ **BSBFIM601** Manage finances
- ✓ **BSBMGT617** Develop and implement a business plan

**Elective:**

- ✓ **BSBWOR501** Manage personal work priorities and professional development
- ✓ **SITHFAB002** Provide responsible service of alcohol
- ✓ **SITHGAM001** Provide responsible gambling services
- ✓ **SITXCOM005** Manage conflict
- ✓ **SITXCCS007** Enhance customer service experiences
- ✓ **BSBADM502** Manage meetings
- ✓ **SITXHRM002** Roster staff
- ✓ **SITXINV003** Purchase goods
- ✓ **SITXWHS003** Implement and monitor work health and safety practices
- ✓ **BSBRISK501** Manage risk
- ✓ **BSBCMM401** Make a Presentation
- ✓ **SITXCOM004** Address protocol requirements
- ✓ **SITXMPR004** Co-ordinate Marketing Activities
- ✓ **SITHIND002** Source and use information in the hospitality industry
- ✓ **SITHIND001** Use hygienic practices for hospitality service\*
- ✓ **SITHIND004** Work effectively in hospitality service\*
- ✓ **BSBRES401** Analyse and present research information

\*Self-Study Hours will be undertaken alongside Vocational Placement Hours to a maximum Volume of Learning of 1940 hours.

**Entry Requirements:**

1. Age 16+
2. IELTS (General) 5.5 or equivalent English proficiency
3. Completed high school year 12, or equivalent

- 📍 **Main Campus** ..... 6-8 Scarborough St, Southport QLD 4215
- 📍 **Queen Street Campus** ..... Level 3, 115 Queen St, Brisbane QLD 4000
- 📍 **North Quay Campus** ..... 205 North Quay, Brisbane QLD 4000
- 📍 **Mount Gravatt Campus** ..... Level 2, Nexus Centre, 96 Mount Gravatt Capalaba Road, Upper Mount Gravatt QLD 4122
- 📍 **Perth Campus** ..... 28 Eighth Avenue, Maylands WA 6051

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