



CRICOS: **093800J**



SERO | Hospitality

SIT50416

Diploma of

Hospitality Management

Accelerated Front of House Program

Banquet or Function Manager ✓	Club or Bar Manager ✓	Gaming Manager ✓
Café Manager ✓	Executive Housekeeper ✓	Kitchen Manager ✓
Chef de Cuisine/Pâtissier ✓	Front Office Manager ✓	So many opportunities ...

We see you succeeding.

We see you as a highly skilled manager with a broad range of well-developed hospitality skills allowing you step up and take control of operations.

If you see yourself having responsibility for others and making a range of operational business decisions, Sero's Diploma of Hospitality Management is for you!

Step into your new role with confidence knowing you've completed a world class diploma developed specifically for the hospitality industry.

Take charge today.

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

SIT50416

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Diploma of Hospitality Management

Accelerated Front of House Program



Course structure 28 Units: 13 Core / 15 Elective | Course Duration: 71 Weeks

Core:

- ✓ **BSBDIV501** Manage diversity in the workplace
- ✓ **BSBMGT517** Manage operational plan
- ✓ **SITXCCS007** Enhance customer service experiences
- ✓ **SITXCCS008** Develop and manage quality customer service practices
- ✓ **SITXCOM005** Manage conflict
- ✓ **SITXFIN003** Manage finances within a budget
- ✓ **SITXFIN004** Prepare and monitor budgets
- ✓ **SITXGLC001** Research and comply with regulatory requirements
- ✓ **SITXHRM002** Roster staff
- ✓ **SITXHRM003** Lead and manage people
- ✓ **SITXMGT001** Monitor work operations
- ✓ **SITXMGT002** Establish and conduct business relationships
- ✓ **SITXWHS003** Implement and monitor work health and safety practices

Elective:

- ✓ **SITXFSA001** Use hygienic practices for food safety
- ✓ **SITHIND004** Work effectively in hospitality service**
- ✓ **SITXHRM004** Recruit, select and induct staff*
- ✓ **SITXHRM006** Monitor staff performance
- ✓ **BSBADM502** Manage meetings*
- ✓ **BSBCMM401** Make a Presentation*
- ✓ **SITXCOM004** Address protocol requirements*
- ✓ **BSBRK501** Manage risk*
- ✓ **SITXMPR004** Co-ordinate Marketing Activities*
- ✓ **SITXMPR007** Develop and Implement Marketing Strategies*
- ✓ **SITHFAB002** Provide responsible service of alcohol *
- ✓ **SITXFIN002** Interpret financial information*
- ✓ **SITHGAM001** Provide responsible gambling services*
- ✓ **SITXINV003** Purchase goods*
- ✓ **SITHIND002** Source and use information on the hospitality industry*

* Electives may be changed at any stage

**Minimum of 36 shifts in the Hospitality Industry required.

Entry Requirements:

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

- 📍 **Main Campus** 6-8 Scarborough St, Southport QLD 4215
- 📍 **Queen Street Campus** 3-4/115 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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www.seroinstitute.com.au