



CRICOS: **093803F**



SERO | Hospitality

SIT40416

Certificate IV in Hospitality

Restaurant Manager ✓	Gaming Manager ✓	Front Office Supervisor ✓
Food and Beverage Supervisor ✓	Bar Staff ✓	Boutique Hotel Owner ✓
Motel Manager ✓	Bar Supervisor ✓	So many opportunities ...

This Certificate has been designed specifically for students who are wishing to gain skills and knowledge to supervise and lead a small to medium team within a variety of businesses in the sector.

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

- 1800 206 010
- seroinstitute
- info@sero.edu.au
- seroinstitute17
- seroinstitute



SERO Institute PTY Ltd RTO # 32303 CRICOS # 03528K

SIT40416

CRICOS: 093803F

Certificate IV in Hospitality

Course structure 9 Core / 12 Elective Units | **Course Duration:** 52 Weeks

- ✓ **SITXFSA001** Use hygienic practices for food safety
- ✓ **SITXFSA002** Participate in safe food handling practices
- ✓ **SITHIND001** Use hygienic practices for hospitality service
- ✓ **SITXWHS002** Identify hazards, assess and control safety risks
- ✓ **SITXWHS003** Implement and monitor work health and safety practices
- ✓ **SITXHRM003** Lead and manage people
- ✓ **BSBDIV501** Manage diversity in the workplace
- ✓ **SITXCOM005** Manage conflict
- ✓ **SITXHRM001** Coach others in job skills
- ✓ **SITXHRM002** Roster staff
- ✓ **SITXCCS007** Enhance customer service experiences
- ✓ **SITXCCS002** Provide visitor information
- ✓ **SITXCRI001** Respond to a customer in a crisis
- ✓ **SITXCOM004** Address protocol requirements
- ✓ **SITXMGT001** Monitor work operations
- ✓ **SITXFIN003** Manage finances within a budget
- ✓ **SITXFIN002** Interpret financial information
- ✓ **BSBSUS401** Implement and monitor environmentally sustainable work practices
- ✓ **SITTIND001** Source and use information in the tourism and travel industry
- ✓ **SITHIND002** Source and use information on the hospitality industry
- ✓ **SITHIND004** Work effectively in hospitality service – Industry Placement

Entry Requirements:

1. Age 16+
2. IELTS (General) 5.5 or equivalent English proficiency
3. Completed Year 10 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

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



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www.seroinstitute.com.au