

January – June 2017

Stedmans Training

Short course and Certificate II SIT20316 Hospitality that will have you working at Sydney events and promotions immediately



Casual agency work at Stedmans Hospitality may be available on completion of these courses.

Course	Content	Scheduled Dates	Times	Comments
1 day Event Wait Course	<p>Food & Beverage Courses Outline</p> <ul style="list-style-type: none"> · Cocktail events (pre drinks & canape service) · 3 course table setting · 3 plate carrying · Clearing procedures · Service sequence · Wine presentation and service · Protocol and relevant legislation · Etiquette, grooming and personal presentation <p>All students graduating from this programme will have the opportunity to apply for casual waiting employment with Stedmans Hospitality.</p> <p>Stand-alone Waiting Course \$170.00 (inc GST)</p> <p>It is MANDATORY you hold a Responsible Service of Alcohol Certificate to work in any Hospitality establishment.</p>	<p>Wednesday 1st February</p> <p>Thursday 16th March</p> <p>Wednesday 3rd May</p> <p>Thursday 1st June</p> <p>Wednesday 2nd Aug</p>	<p>All Event Wait Courses 9am – 4.30pm</p>	<p>Students must wear closed shoes to avoid accidents with wayward plates, glasses or knives</p>

Courses require a minimum number of participants to proceed. If the course fails to draw enough participants, it will be postponed until a later date. If the course is postponed, students will be offered a place on the next course. If this is not suitable, Stedmans will refund course fees in full. If a student wishes to withdraw from a course and gives notice of more than 48 hours from course commencement, a full refund will be paid. A participant cancelling less than 48 hours will be entitled to a 75% refund only.



Certificate II Hospitality SIT20316

It is a pre-requisite to obtain your RSA prior to the start of the course.

[BSBWOR203B Work effectively with others](#)

This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict.

It applies to individuals who perform a range of routine tasks using a limited range of practical skills, and a fundamental knowledge of teamwork in a defined context under direct supervision or with limited individual responsibility.

[SITHNID201 Source and use information on the hospitality industry](#)

This unit describes the performance outcomes, skills and knowledge required to source and use current and emerging information on the hospitality industry. This includes industry structure, technology, laws and ethical issues specifically relevant to the hospitality industry. Hospitality personnel integrate this essential knowledge on a daily basis to work effectively in the industry.

[SITHIND202 Use hospitality skills effectively](#)

This unit describes the performance outcomes, skills and knowledge required to provide effective hospitality service to customers during live service periods. It requires the ability to integrate a range of individual technical skills while dealing with numerous sales, service or operational tasks simultaneously to meet the needs of multiple and diverse customers. It incorporates preparation, service and end of service tasks.

[SITXCOM201 Show social and cultural sensitivity](#)

This unit describes the performance outcomes, skills and knowledge required to be socially aware when serving customers and working with colleagues. It requires the ability to communicate with people from a range of social and cultural groups with respect and sensitivity and address cross-cultural misunderstandings.

[SITXCCS202 Interact with customers](#)

This unit describes the performance outcomes, skills and knowledge required to deliver fundamental customer service to both internal and external customers. It requires the ability to greet and serve customers and cover a range of customer service enquiries including routine customer problems.



[SITXWHS101 Participate in safe work practices](#)

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

[SITXCCS001 Provide customer information and assistance](#)

This unit describes the performance outcomes, skills and knowledge required to provide customers with information and assistance on facilities, products and services.

The unit applies to frontline service personnel working in a range of tourism, travel, hospitality, entertainment and cultural contexts. Information and assistance are often provided face-to-face, but may be by telephone or other remote mechanisms.

Customer service personnel working under supervision undertake this function, but the unit is also relevant to those working in operational roles where customer service may not be the main focus of work, e.g. animal handlers in a zoo or technicians in a theatre.

[SITXFSA001 Use hygienic practices for food safety](#)

This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food borne illness. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.

[BSBCMM201 - Communicate in the workplace](#)

This unit describes the skills and knowledge required to communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence.

It applies to individuals who perform a range of routine workplace communication tasks using a limited range of practical skills and fundamental knowledge of effective listening, questioning and non-verbal communication in a defined context supervision or with limited individual responsibility.

[SITHFAB206 - Serve food and beverage](#)

This unit describes the performance outcomes, skills and knowledge required to serve food and beverage to customers in a casual dining setting. It covers fundamental technical skills required to prepare the outlet for the service period, interact with customers to take orders, serve and clear food and beverage and to complete end of service tasks.

High order service techniques, required by senior food attendants are covered by the unit.



STEDMANS

[SITHACS001 Clean premises and equipment](#)

This unit describes the performance outcomes, skills and knowledge required to carry out general cleaning duties. It requires the ability to set up cleaning equipment and to safely clean premises and equipment using resources efficiently to reduce negative environmental impacts.

The unit applies to people responsible for general cleaning duties in any industry context. They work under supervision and usually as part of a team.

[SITHKOP001 Clean kitchen premises and equipment](#)

This unit describes the performance outcomes, skills and knowledge required to clean food preparation areas, storage areas and equipment in commercial kitchens to ensure the safety of food. It requires the ability to work safely and to use resources efficiently to reduce negative environmental impacts.

Cost: \$390.00 (inc GST)

Commencement Date: every 3 months from July (please contact our office for further details)

It is a pre-requisite to obtain your RSA prior to the start of the course.

Stedmans training

Location

Stedmans is located on Level 8, 10-14 Waterloo Street, Surry Hills.

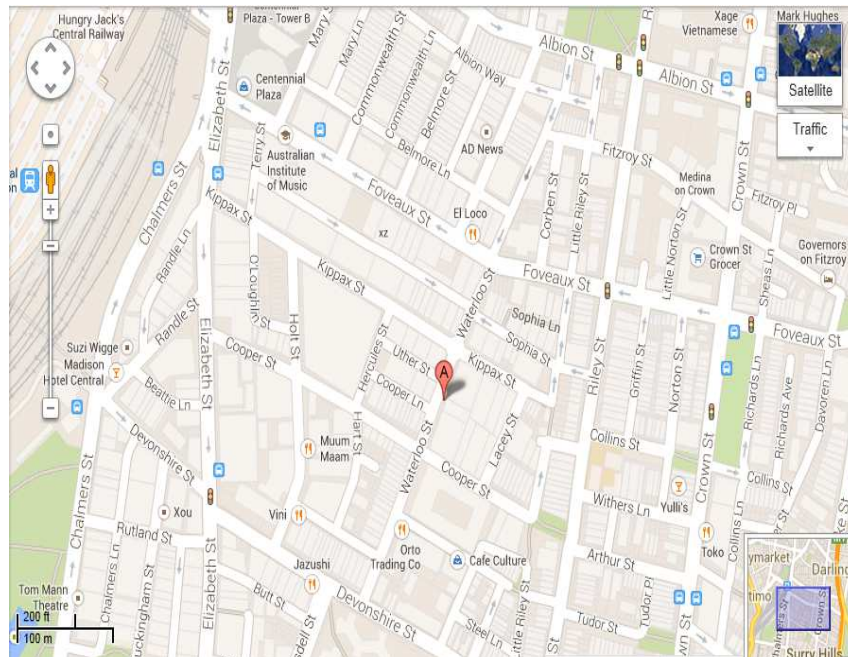
We are less than ten minutes walk from Central Railway Station. A short walk up Kippax St

Public transport is recommended as hourly & 2 hour street parking are regularly patrolled by the council.

Parking stations are at the following addresses:

<http://www.secureparking.com.au/car-parks/australia/nsw/sydney/goulburn-street>

<http://www.secureparking.com.au/car-parks/australia/nsw/sydney/55-holt-street>



Phone - 9281 2433

**Please remember to wear covered shoes.
Thank you and looking forward to meeting you!**



Course application form 2017

Stedmans Hospitality Pty Limited ABN 62 076 913 605

PART A – PERSONAL DETAILS

First Name _____ Surname _____

Company Name _____

Postal Address _____

Suburb _____ State _____ Postcode _____

Email Address _____

Phone _____ Home _____ Work _____ Mobile _____

PART B – COURSE APPLICATION

Course Name _____ Course Date _____ / _____ / _____

PART C - DECLARATION

This form has been completed by me personally and the information I have given is correct. I consent to Stedmans Hospitality obtaining personal information necessary to complete or verify my application. I understand that Stedmans Hospitality will not accept responsibility for incorrectly completed forms, forms sent to the wrong address, or the return of original documents. I understand that this application does not guarantee a place in a course.

Your Signature _____

Date _____

PAYMENT FULL PAYMENT MUST BE RECEIVED TO CONFIRM COURSE ATTENDANCE

Course Cost \$ _____

Payment Method Credit Card Cheque (Please make cheque payable to Stedmans Hospitality)

Credit Card Number _____ Expiry Date _____ / _____ / _____

Card Name _____ VCN _____

Card Type Visa MasterCard

EFT BSB: 032 006 A/C: 20 0069 Student's name MUST be entered as reference

Cancellations and Refunds

Stedmans Hospitality reserves the right to cancel a course. If a participant cancels their booking, they may transfer to another date of their choice. Courses commence upon registration of minimum number of participants

Full refunds are available if the participant contacts Stedmans Hospitality 48 hours prior to course commencement. No refunds will be granted if a participant fails to attend the course on the scheduled date. If Stedmans cancels a course, participants receive a full refund.

Privacy – The information provided by you on this application form will be used by Stedmans Hospitality for the purposes of general student administration, planning and communication. The provision of this information is essential to determine your eligibility for a place in a Stedmans Hospitality course listed on this application form. Information provided will be held securely. You may access, correct or amend your personal details by contacting Stedmans Hospitality

PLEASE FAX APPLICATION TO 02 9281 2488 OR EMAIL TO info@stedmans.com.au