



Hospitality Service Skill Set

State ID: AE141

About this course

Do you work in or want to get a job in hospitality?

With restrictions easing across WA, our hospitality industry is getting back into full busy mode and the jobs are out there! If you're keen to work in a restaurant, hotel, resort, club, bar or cafe environment, the *Hospitality Service* skill set is for you.

You'll learn about responsible service of alcohol (RSA), get some barista skills to use commercial machines and make a perfect espresso, communicating effectively and providing quality service to customers including the how to establish rapport with customers and determine and address customer needs, and responding and managing complaints. You'll also learn how to process cash and other payments using business technology, and reconcile takings at the end of the service period or day. The skill set also includes infection control and prevention procedures and food safety to ensure you're working safely.

If you meet the **fee free eligibility criteria** for this course, please enrol in the [Hospitality Service Skill Set \(Fee Free\)](#).



This is a targeted skill set related to the [Skills Ready](#) program, which is aimed at rebuilding our local businesses and communities with free and reduced-price training.

Overview

Study pathway



[Certificate III in Hospitality](#)



[Certificate II in Kitchen Operations](#)

This skill set provides a pathway to a number of nationally recognised qualifications, some of which are half price under the [Lower fees, local skills initiative](#). Find out more by clicking the courses below.