Hospitality Service Skill Set
State ID: AE141

About this course
Get ready to pour some variety into your career
Gain the skills to prepare for an exciting, varied career in hospitality.

This skill set will give you an introduction to serving customers in the hospitality industry.
You will learn the knowledge and skills to provide excellent customer service, make coffee, serve alcohol and food and comply with hygiene standards and workplace health and safety.

Gain the skills to:

- Provide responsible service of alcohol
- Prepare and serve espresso coffee
- Serve food and beverage
- Provide service to customers
- Process financial transactions
- Use hygiene practices for food safety
- Comply with infection prevention and control policies and procedures
Next course dates:

This course is 8 weeks for three days a week on-campus, starting on the below dates.

**Bentley:** Mondays, Tuesdays and Fridays, 3.30pm to 5.30pm from 27 July or 5 October. Class times will depend on your rostered shifts in the bistro and restaurant.

This course can help you get ready for your first job, or re-skill quickly for jobs that are available as WA's economy recovers. This course is free for 15 to 24 year olds; or those who are receiving JobSeeker, JobKeeper, Youth Allowance, AUSTUDY or ABSTUDY payments; or concession cardholders. If you’re not eligible, you can pay the course fee to gain these skills and become highly employable. See the full eligibility list in the important information tab below. [Find out more about the initiative.](#)

**Overview**

This course may be offered with a blended, flexible delivery model to enable social distancing measures to be undertaken during the COVID-19 pandemic. This approach may include a mix of online and classroom based delivery, as well as practical and work experience placements. Lecturers will provide any specific instructions if your training delivery style needs to change.

**All year round, 2020**

**Bentley: Mon, Tues & Fri (8 weeks) from 27 July or 5 October**

- **When:** All year round
- **How:** Full Time
- **Fees:** Non-concession Tuition fee $470.00 + resource fee $424.50 = $894.50 (non-refundable)

**Study pathway**
Hospitality Service Skill Set

Certificate III in Hospitality

Certificate IV in Hospitality

Diploma of Hospitality Management

Advanced Diploma of Hospitality Management

Job opportunities

Waiter Hospitality worker

Important information

Job ready skill sets are 100% free for the following eligible students:

- People aged 15—24 years at the time of enrolment (excluding school students)
- Secondary school-aged people who are not enrolled at school
- People receiving the JobSeeker or JobKeeper payment
- People and dependents of people receiving the Youth Allowance, AUSTUDY or ABSTUDY
- People and dependents of people holding:
  - pensioner concession card or Health Care Card; or
  - a Repatriation Health Benefits Card issued by the Department of Veterans’ Affairs
- Dependents of people who are inmates of a custodial institution