



The Certificate in Hospitality provides the foundation for hospitality staff to develop key skills and knowledge in all aspects of the hospitality operations. Students learn skills like bartending, restaurant service and customer service. The skills learned are supported by a solid theoretical framework on which practical knowledge is based.

The course is designed to participants with a foundation for a career in hospitality. The breadth and depth of the materials in this course have been derived in close conjunction with the hospitality industry.

1. Food and Beverage Operations

Students are exposed to the typical workflow structure for service within a food and beverage service environment, the service styles and setups. Waste minimization techniques, environmental considerations and hygiene and safety issues in specific relevance to food and beverage service

2. Culinary Arts

Students will gain essential knowledge for professional culinary preparation including hot food preparation, garde manger (cold kitchen), and baking. Sanitation, proper storage, handling of food, and creative presentation of food are also discussed. Students will learn important kitchen terminology as well as why and how ingredients and processes are used.

3. Bar and Beverage Operations

This module includes knowledge of the underpinning reasons for and benefits of responsible service of alcohol reforms, information on the beverage family, the art of mixology, wine appreciation and the bar control system.

4. Business Communications

This module concentrates on successfully communicating ideas. Deals with communicating on the phone and other mediums to promote products and services, conflict resolution, plan and manage meetings as well as preparing and delivering presentations.

5. Front Office

To provide students with an understanding of, and the ability to perform, the duties and skills required of a Front Office employee from Guest's pre-reservation to checking-out procedures. Students will also be able to understand how guest accounting systems is being maintained and the need for internal control.

6. Housekeeping

To provide students with an overview of the housekeeping operation in the hospitality industry and the ability to apply these principles within a work environment.

Certificate in Hospitality (Operations)
Awarded in association with Regency International Centre, TAFE South Australia