If you’re a “people person” with a natural flair for dealing with customers and enjoy the cut and thrust of working in busy restaurants or cafés, tropical resorts, bars, nightclubs, hotels or even on an airliner or cruise ship a course in hospitality may be ideal for you.

With the continued growth in the hospitality industry, skilled personnel are highly sought after and employment in the field of housekeeping, reception services, food and beverage service as well as supervisory and management roles are readily available.

To equip students for these demanding roles training occurs in the College’s custom built facilities, including fully equipped commercial kitchens, a training restaurant and bar which enables students to be trained in the day to day practicalities of working in the industry.

The students who undertake live work in the College’s restaurant gain not only invaluable skills in food and beverage service but also build their confidence and expertise in dealing with customers from all walks of life.
The scope of the hospitality industry

Food and beverage attendants are responsible for extending a warm welcome to guests at an establishment as well as providing them with menus whilst also offering advice on the appropriate combinations of food and beverages. Taking and serving orders, billing the customers and handling payments are other functions that are critical to the smooth running service of a restaurant, café or hotel.

Food and beverage attendants also perform preparatory tasks such as setting tables with clean linen, crockery, cutlery and glasses and clear tables and return dishes to kitchen when guests have finished their meal.

As a link between the patrons and the kitchen, food and beverage attendants need to establish a good rapport with kitchen staff and demonstrate energy and enthusiasm in serving the customer.

Food and beverage attendants play a key role contributing to the patron’s enjoyment of the dining experience and are well placed to enhance the image of the organisation through excellent product knowledge as well as efficient and friendly service.

Graduates from the South West Regional College are highly sought after both locally and nationally with some successfully securing employment abroad.

Personal attributes that will enhance your chances of success in this career include:

- immaculate personal presentation
- friendly
- honest and discreet
- punctual and reliable
- approachable
- team player
- pleasant personality
- flexible
- good memory
- able to mix with people

What hospitality qualifications offer you

The Certificate II qualification in Hospitality Operations will provide you with practical skills and knowledge to undertake various tasks within the hospitality industry. You will learn about the hospitality industry, security, hygiene and safety in the workplace, and how to present yourself for work in this industry. You can choose to learn skills in areas which include food and beverage service, bar service, front office administration, housekeeping, basic cooking or a combination of these areas.

Other vital competencies included at Certificate III level include customer service, promotion of products and services, coaching others in the hospitality industry. You will learn skills in areas including food and beverage service, front office operations, housekeeping services, basic cooking, financial administration, sales and marketing or a combination of these areas.

The Certificate IV in Hospitality Supervision will provide you with the practical skills and knowledge to provide customer service, as well as lead, supervise and coordinate the activities of hospitality service workers. You will learn about the hospitality industry, security, hygiene and safety in the workplace, and how to understand financial information. You can choose to learn skills in areas which include food and beverage service, bar service, front office operations, housekeeping services, basic cooking, financial administration, sales and marketing or a combination of these areas.

Employment opportunities

Depending on the subjects you choose, successful completion of this qualification provides you with the opportunity to become a kitchen hand, cook’s assistant, food and beverage attendant, bar/bottle shop attendant, barista (coffee maker), front office receptionist, reservations clerk, room attendant and food and beverage attendant. Students who complete the Certificate IV and who have suitable experience may seek employment as a supervisor in food and beverage operations.

Entry requirements

Certificate III in Hospitality (Operations)
- Communication skills

Certificate IV in Hospitality (Supervision)
- Communication skills

For more information of TAFEWA entrance requirements please visit www.tafe.wa.edu.au

Further study options.

Diploma of Hospitality Management

Further information

Contact our Information and Career Advisory Officers on 1800 621 445 or (08) 9780 7070
Email: courseinfo@bunbury.training.wa.gov.au
Website: www.swrc.wa.edu.au