PERSONAL LEARNING REQUIREMENTS
SIT50422 Diploma of Hospitality Management

The skills and abilities required to study in this course and be ready to work in the industry include:

Communication Skills
- Ability to develop and maintain relationships with all stakeholders, to communicate effectively and to build trust and rapport
- Capacity to develop effective mediation and conflict resolution skills
  Use of appropriate language to demonstrate respect,empathy & sensitivity to all individuals
- Demonstrate accurate and clear written communication (e.g. creating menus and recipes, orders recordkeeping)
- Active listening; ability to take client orders, understand instructions and receive client feedback
- Speak clearly and directly with clients, colleagues and stakeholders

Physical Skills
- Ability to be on your feet for extended periods of time, both walking and standing, bending and maintaining consistent physical performance throughout your day
- Ability to work in various environments (e.g. changing conditions, both hot and cool conditions, low light, indoors/outdoors)
- Adequate vision is required (e.g. to avoid physical hazards)
- Capacity to use and operate a range of tools, machinery and equipment correctly and safely (e.g. glass & dishwashing machines, expresso machine, cleaning equipment)
- Gross motor abilities and good mobility, as role involves significant physical activity and manual tasks on consistent basis (e.g. lifting, bending, twisting, reaching, pushing)
- Manual handling techniques (e.g. lifting, carrying, pulling, pushing etc.)
- Tolerance to working with and being in an environment with all types of food
  (NB: if you have any food allergies you will require medical clearance to commence this course)

Cognitive Skills
- Ability to carry out work in a required order or sequence (e.g. including understanding and following instructions)
- Ability to demonstrate an understanding of knowledge to respond to questions, problemsolve, and resolve various scenarios
- Ability to give detailed instructions such as explaining workplace policies and procedures
- Ability to lead and participate in group activities / discussions
- Ability to organise and manage own workload (e.g. planning and prioritising tasks)

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- Ability to perform financial / budgeting skills (e.g. costing of projects)
- Basic project management skills (e.g. tools, equipment and materials required)
- Be responsible for self and others' health and safety
- Capacity to maintain focus and concentration while undertaking routine or repetitive tasks
- Effective problem solving ability (e.g. customer complaints)
- Read, understand and interpret written materials (e.g. menus, brochures, promotional materials, manufacturer's instructions, workplace safety signs, wine lists, drink lists)
- Research skills, with the ability to conduct and verify information on a variety of different topics and areas, and apply the results in a variety of situations
- Select and use the right personal protective equipment to manage personal safety in the workplace (e.g. choosing appropriate footwear when working in a particular environment – bar attendant may wear leather shoes with a non-slip sole)
- Understand and follow policies and procedures (e.g. liquor laws, food safety, health & safety)

Behavioural & Social Skills

- Ability to manage personal emotions and behaviour calmly and respectfully
- Ability to remain alert, focused and engaged with clients and colleagues
- Ability to work independently
- Ability to work under pressure
- Attention to detail
- Commitment to safety (e.g. using Personal Protective Equipment)
- Dependable and professional (e.g. reliable, responsible, punctual, maintain personal presentation & hygiene standards, maintaining confidentiality)
- Enthusiasm for customer service
- Genuine interest in interacting and working with people
- Initiative (e.g. willingness to take on responsibilities and challenges)
- Stress tolerance (e.g. deal calmly with stressful situations or under pressure such as during a busy service period or during practical assessment sessions)
- Willingness to work with, and care for people regardless of social and cultural backgrounds, or gender, age,culture, sexuality or religion

Technical Skills

- Use information technology to support communication (e.g. computers for reports, email and documents)

Digital Skills

- Able to use useful key words when searching the internet
- Able to format text in a short document
- Able to strengthen a password and updates when prompted

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- Able to participate in a group message chat and forums
- Able to name, store and locate different files
- Uses reply, reply all and forward email functions appropriately
- Able to create a digital presentation, e.g. PowerPoint®, movie or other
- Interacts with others appropriately using internet based software, e.g. group discussion

Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

Phone: 03 5225 0500

Email: courinfo@gordontafe.edu.au

You can also contact any of our support services:

- Disability Support Team: https://www.thegordon.edu.au/future-students/student-services/disability-support
- Learning Support Services: https://www.thegordon.edu.au/quick-links/gordon-students/learning-support
- Career Counselling: https://www.thegordon.edu.au/future-students/student-services/career-services
- Contact the Geelong or Werribee Skills and Jobs Centre here: https://www.thegordon.edu.au/skills-and-jobs-centre/about-us

You can view all courses offered at The Gordon here: https://www.thegordon.edu.au/courses/all-courses

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