Hospitality is the art and science of making people feel welcome and comfortable. Every country in the world has a hospitality industry and it is a career path where the skills that you learn and a great smile can introduce you to new countries, cultures and people. The Certificate II in Hospitality provides you with the basic practical skills and knowledge to get you started with confidence. Learning about customer service, food and beverage, gaming and accommodation can all help you on your way. There are so many opportunities within this industry that there is never any need to get stuck in one position. Where else can you get that sort of variety?

EMPLOYMENT OPPORTUNITIES
- Bar attendant
- Front office attendant
- Café attendant
- Food and beverage attendant

COURSE REQUIREMENTS
To achieve a Certificate II in Hospitality 12 units must be completed including all 6 core units and 6 elective units.

CORE UNITS:
- Work effectively with others
- Source and use information on the hospitality industry
- Use hospitality skills effectively
- Interact with customers
- Show social and cultural sensitivity
- Participate in safe work practices

ELECTIVE UNITS:
GROUP A
- Use hygienic practices for food safety

GROUP B
- Clean and tidy bar areas *
- Provide responsible service of alcohol
- Prepare and serve non-alcoholic beverages *
- Prepare and serve espresso coffee *
- Serve food and beverage *

* These units have prerequisite requirements

PAYMENT SCHEDULE
A range of funding programs may be applicable. Please contact Aurora Training Institute for further information.

ENTRY REQUIREMENTS
There are no prerequisites for entry into this course however it is desired that candidates have completed Australian Year 10 (or equivalent) or are currently studying at an Australian High School. Please contact Aurora Training Institute for further information.