

## INTRODUCTION TO HOSPITALITY AND TOURISM SKILLS

### BUILD THE SKILLS OF YOUR EMPLOYEES

This introductory course is designed for those currently employed in the hospitality and tourism industry who wish to extend or refine their skills and professional development.

**This course covers important aspects such as**  
**CUSTOMER SERVICE SKILLS | FOOD PREPARATION |**  
**INTRO TO COFFEE | ABC TO COFFEE | FOOD SERVICE SESSION |**  
**DRINK SERVICE | FOOD PREPARATION | WAITER SKILLS |**  
**REGIONAL, SEASONAL AND DIETARY SESSION |**  
**JOB READY SKILLS**

### Participants receive

- Certificate of participation with an outline of skills trained
- Responsible Service of Alcohol (RSA) certificate
- Food Handlers statement of attainment
- Prepare and Serve Espresso Coffee statement of attainment

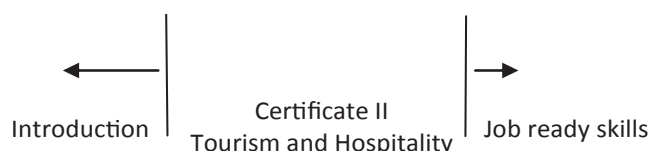
**Participants must be 18 years and over**

**Leads into a Certificate II in Tourism and Hospitality**

**Build the skills of employees for \$250**



The introduction to hospitality and tourism skills and the Certificate II in Tourism and Hospitality were designed to compliment each other using the below model.



### CEACA INC

38A Downey Street  
Alexandra VIC 3714  
(03) 5772 1238

admin@ceaca.com.au  
Mon - Fri, 9am - 4pm

CEACA RTO 3730

Customer service skills

Food Preparation

Introduction to coffee

ABC of coffee

Food service session

Drink service

Food preparation

Waiter skills

Dietary requirements

Job ready skills

Responsible Service of  
Alcohol

Use Hygienic Practices  
for Food Safety

Prepare and Serve  
Espresso Coffee

## CERTIFICATE II IN TOURISM AND HOSPITALITY

### CONTINUE TO BUILD THE SKILLS OF YOUR EMPLOYEES

This certificate course is designed for those currently employed in the hospitality and tourism industry who wish to extend or refine their skills and development in their work.

**This course covers important aspects such as  
COMMUNICATION | INTERACT WITH CUSTOMERS |  
ENVIRONMENTALLY SUSTAINABLE WORK PRACTICES |  
EFFECTIVE SKILLS | INDUSTRY KNOWLEDGE**

#### Participants receive

- Certificate II in Tourism
- Certificate II in Hospitality

**Participants must be 18 years and over**

#### INTERNSHIP MODEL

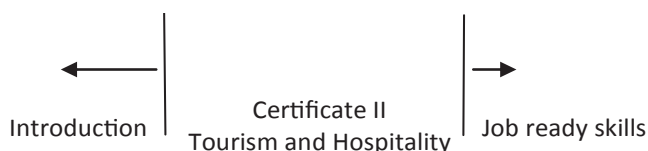
**Leads onto improved skills and development**

- Onsite training
- Workbooks provided
- Employer needs to provide minimal time releases to intern
- Provide a workplace supervisor to intern
- CEACA approved trainer requires access to intern during working hours

**Continue to build the skills of employees from \$395 when combined with the Introduction to Tourism and Hospitality**



The introduction to hospitality and tourism skills and the Certificate II in Tourism and Hospitality were designed to compliment each other using the below model.



CEACA INC  
38A Downey Street  
Alexandra VIC 3714  
(03) 5772 1238

admin@ceaca.com.au  
Mon - Fri, 9am - 4pm

CEACA RTO 3730

Prepare and Serve  
Non-Alcoholic Beverages

Communicate in the  
workplace

Interact with customers

Show social and cultural  
sensitivity

Work effectively with others

Participate in environmentally  
sustainable work practices

Use hospitality skills  
effectively

Source and use information  
on the hospitality industry

Source and use information  
on the tourism and travel  
industry