

| THH33002 - Certificate III in Hospitality Operations |
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| Work with colleagues and customers |
| Work in a socially diverse environment |
| Follow health, safety and security procedures |
| Develop and update hospitality industry knowledge |
| Follow workplace hygiene procedures |
| Communicate on the telephone |
| Promote products and services to customers |
| Deal with conflict situations |
| Coach others in job skills |
| Clean and tidy bar area |
| Provide food and beverage service |
| Provide table service of alcoholic beverages |
| Provide responsible service of alcohol |
| Prepare and serve non alcoholic beverages |
| Develop and update food and beverage knowledge |
| Prepare and serve espresso coffee |
| Receive and store stock |
| Control and order stock |
| Process financial transactions |