

THH42602 - Certificate IV in Hospitality Supervision
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
Receive and store stock
Control and order stock
Monitor work operations
Implement health, safety & security procedures
Lead and manage people
Interpret financial information
Clean and tidy bar area
Operate a bar
Provide a link between kitchen & service areas
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
Plan and monitor espresso coffee service
Perform office procedures
Roster staff
Manage workplace diversity