



This course bundle prepares hospitality workers to deliver quality products and services that meet customer service, health and hygiene standards. Classes are scheduled to run in campus over 5 days.

- Implement personal hygiene practices to prevent contamination of food that might cause food-borne illnesses, identifying and controlling food hazards following predetermined organisational procedures.
- Extract and serve espresso coffee beverages using commercial espresso machines and grinders.
- Follow organisational infection prevention and control policies and procedures including responding to infection risks in organisations that handle food as part of their operations.
- Understand the importance of customer service and presentation standards including ongoing monitoring in the workplace to ensure that standards are being met in accordance with organisation policies and procedures.

## Course program



- SITXFSA001** Use hygienic practices for food safety
- SITHFAB005** Prepare and serve espresso coffee
- HLTSS00066** Infection control Skill set (food handling)

This program also includes the non-accredited training:

- \***Customer Service** (1-day workshop with guest speaker and options to practise service scenarios through role play)
- \***Personal Presentation** (1-day workshop with guest speaker and options to develop personal presentation style)

**When:** Commences Term 1 2021  
**Visit the website for class dates**

**Where:** Barraba Campus, Bingara Campus, Inverell Campus, Moree Campus

**Cost:** Call for pricing and funding eligibility.  
*This training is subsidised by the NSW Government.*

**RTO:** Community College Northern Inland Inc. (CCNI) RTO 90027

**Contact:** **Visit the website to contact your local campus:** <https://www.communitycollegeni.nsw.edu.au/contact>



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**Customers are more discerning than ever.** Create a quality customer experience by ensuring staff know how to deliver a customer focused service that includes monitoring their own performance.