



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.

- Follow organisational infection prevention and control policies and procedures including responding to infection risks in organisations that handle food as part of their operations.
- 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.
- Understand the importance of presentation and customer service standards including ongoing monitoring in the workplace to ensure that standards are being met in accordance with organisational policies and procedures.

Course program



HLTINFCOV001 Comply with infection prevention and control policies and procedures
SITXFSA001 Use hygienic practices for food safety
SITHFAB005 Prepare and serve espresso coffee

This program also includes the non-accredited training:

***Personal Presentation** (1-day workshop with guest speaker and options to develop personal presentation style)

***Customer Service** (1-day workshop with guest speaker and options to practise service scenarios through role play)

When: Commences Term 2 2021

Visit the website for class dates

Where: Barraba Campus, Gunnedah 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>



COMMUNITY COLLEGE NORTHERN INLAND INC. RTO 90027

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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.