Diploma of Hospitality Management

Become an operator who can successfully manage a team of hospitality professionals. Be a specialist able to co-ordinate the business operations of a team from as small as 2 to as large as a department in an international hotel.

info@sero.edu.au  www.seroinstitute.com.au  +61 1800 206 010
Diploma of Hospitality Management

CRICOS: 093800J
SIT50416

Course structure - 28 units (13 core units and 15 elective units):

Core:
- BSBDIV501 Manage Diversity in the workplace
- BSBMGT517 Manage Operational Plan
- SITXCCS007 Enhance customer service experiences
- SITXCCS008 Develop and manage quality customer service practices
- SITXCOM005 Manage conflict
- SITXFIN003 Manage finances within a budget
- SITXFIN004 Prepare and monitor budgets
- SITXGLC001 Research and comply with regulatory requirements
- SITXHRM002 Roster staff
- SITXHRM003 Lead and manage people
- SITXMGT001 Monitor work operations
- SITXMGT002 Establish and conduct business relationships
- SITXWHS003 Implement and monitor work health and safety practices

Elective:
- SITHIND001 Use hygienic practices for hospitality service
- SITHIND004 Work effectively in hospitality service
- BSBADM502 Manage Meetings
- BSBRES401 Analyse and present research information
- BSBCCM401 Make a presentation
- SITXCOM004 Address protocol requirements
- BSBITU302 Create electronic presentations
- BSBSUS501 Develop workplace policy and procedures for sustainability
- BSBFIM502 Manage payroll
- SITXFIN002 Interpret financial information
- SITXHRM004 Recruit, select and induct staff
- BSBRSK501 Manage risk
- SITHIND002 Source and use information on the hospitality industry
- BSBFIA401 Prepare financial reports

Course duration:
71 weeks (56 study weeks, 15 holiday weeks)

Course fee:
$20,000 which includes a resource fee of $950
An enrolment fee of $220 is payable once only for enrolling at SERO Institute

Course delivery:
Classroom based

Entry requirements:
- Age 18+
- IELTS 5.5 or equivalent English proficiency
- Completed high school year 12, or equivalent

Intakes:
08/02/17, 08/03/17, 03/05/17, 31/05/17, 26/07/17, 23/08/17

Visit our website www.seroinstitute.com.au or call us at +61 1800 206 010 for more information about available courses.

Brisbane Career College Pty Ltd trading as SERO Institute