

Training Package

THH97 Hospitality
THT98 Tourism

Qualifications

THT30298 Certificate III in Tourism
(Retail Travel Sales)
THT30398 Certificate III in Tourism
(International Retail Travel Sales)
THH32897 Certificate III in Hospitality
(Accommodation Services)

Competencies

Tourism

THTSOP02A Source and provide destination information and advice
THTSOP03A Access and interpret product information
THTSOP04A Sell tourism products and services
THTSOP06A Receive and process reservations

Hospitality

THHBF001A Receive and process reservations
THHBF002/3A Provide accommodation and reception services
THHBF008A Conduct night audit
THHBH01A Provide housekeeping services to guests
THHBH02A Clean premises and equipment
THHBH03/4A Prepare rooms for guests
THHGCS03A Deal with conflict situations
THHGCS02A Promote products and services to customers
THHGCT02A Produce documents on computer *
THHGCT01A Access and retrieve computer data *
THHGFA02A Maintain financial records
THHGGA01A Communicate on the telephone
THHGTR01A Coach others in job skills

*It is recommended that these units be partially delivered face to face with trainees as part of an induction session.

Description

This Toolbox has been developed to support the Tourism and Hospitality Training Packages. It contains a variety of learning resources for 17 units of competency at Certificate II and III level.

The Toolbox contains a number of resources for each unit of competency.

Toolbox Website

For further information, online previews, support and purchasing, visit:
<http://www.flexiblelearning.net.au/toolbox>

