



Employability Skills for Certificate III in Hospitality (Commercial Cookery) SIT30807		
Employability skill	Description	Appropriate training and assessment activities
Communication	Negotiating and liaising with a broad range of colleagues and customers on operational and service issues; consulting with others to elicit feedback and ideas; providing briefings to operational staff and other managers; consulting with team members about OHS issues; developing and maintaining workplace documentation such as operational procedures, staff-related documentation or reports.	<ul style="list-style-type: none"> • Preparing and presenting written and verbal reports • Role plays • Simulations • Demonstrations • Working in groups • Communicating with and responding to internal/external clients and customers
Teamwork	Motivating and leading diverse teams; providing support and coaching; planning work operations to take account of team member strengths; taking a lead role in agreeing and establishing work team goals.	<ul style="list-style-type: none"> • Team or group projects • Role plays • Group discussion • Workplace teams • Committees • Syndicates • Communities of practice • Interactive activities
Problem solving	Developing and applying a range of strategies to address both typical and unpredictable workplace problems; responding effectively to a wide range of operational issues requiring immediate resolution; working with colleagues to develop practical solutions; monitoring and evaluating the effectiveness of solutions based on practical experience.	<ul style="list-style-type: none"> • Case studies • Simulations • Investigative projects and research • Using various problem solving tools and techniques • Problem solving in teams and networks • Decision making activities
Initiative and enterprise	Generating options and ideas to address different workplace challenges; developing ideas about ways to improve operations and services; encouraging team members to be innovative; using knowledge of current and emerging tourism	<ul style="list-style-type: none"> • Brainstorming activities • Designing innovative and creative practices and solutions • Initiating change • Simulation activities



	industry and marketplace trends to inform work practices.	
Planning and organising	Understanding the roles and responsibilities of leaders and managers in the context of the overall enterprise; communicating goals, strategies and outcomes to team members; monitoring and evaluating plans, procedures and systems, including timelines and resources; actively participating in continuous improvement processes	<ul style="list-style-type: none"> • Research and data collection • Developing action plans • Planning and organising events • Time management activities • Goal setting activities and scheduling tasks • Collecting and analysing information
Self management	Understanding the legal and compliance framework that affects those working in the hospitality industry; maintaining general and technical knowledge to inform work practices.	<ul style="list-style-type: none"> • Development of portfolios • Work plans • Using log books to record time management skills and monitor own performance • Career planning exercises