



Customer Service & Food Safety Supervision


Are you a jobseeker interested in working within hospitality?

Apply Now!



***Limited places available.**

Gain relevant entry-level skills for a career in the hospitality industry and a chance to get a job today.

 <p>NATIONALLY RECOGNISED TRAINING</p>	<h3>Customer Service and Food Safety Supervision</h3> <p>This Skillset is designed for job seekers who want to gain food safety and customer service skills to provide service in tourism, travel, and hospitality roles. Successful completion of the Skillset will earn jobseekers their NSW Food Authority Food Safety Supervisor certificate, which is a legal requirement in NSW for all food service businesses.</p> <p>In this course, you will gain and apply a broad range of skills and knowledge to communicate effectively with and provide quality service to customers, as well as become eligible to be a nominated Food Safety Supervisor, managing safe food handling, hazard identification and food contamination.</p>
<p>SITXCCS014</p>	<p>Provide service to customers</p>
<p>SITXFSA005</p>	<p>Use hygienic practices for food safety</p>
<p>SITXFSA006</p>	<p>Participate in safe food handling practices</p>

*This training is subsidised by the NSW Government.

(02) 9223 1868

www.brighten.edu.au

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Level 5, 12 O'Connell St, Sydney NSW 2000

RTO: 41148 | ABN: 73 603 367 095





Customer Service and Food Safety Supervision

Course Information/Eligibility

Overview

This skill set is a great chance to gain Front of House skills to establish support with customers, determine and address customers' needs and expectations, and additionally respond to complaints and address cross-cultural misunderstandings should they arise. This short course also enables you to acquire a NSW Food Authority Food Safety Supervisor certificate and work, with back of House skills, as food handling personnel or food safety supervisors in catering businesses with permanent or temporary kitchen premises, and smaller food preparation or bar areas.

Eligibility Criteria

Are you:

- 15 years or older, and
- no longer at school, and
- an Australian citizen, permanent resident, humanitarian visa holder, or, New Zealand citizen, and
- living or working in NSW, or
- an Aboriginal or Torres Strait Islander student who does not live or work in NSW but lives in specific defined interstate NSW border areas.

CONTACT US TODAY!

Enrolment Application Steps

To complete your Enrolment Application, you need to:

- Write clearly in the form to avoid any errors occurring
- Complete all relevant questions in the form
- Provide either your USI OR the City/Town you were born in for BIA to apply for your USI in Section B
- Provide Photo Identification (Driver's License, Proof of Age Card, Passport, etc.)

After completing and returning your application, you will be required to complete an Online Language, Literacy and Numeracy Test provided to you by BIA. This will be sent via email while your application is being processed.

Please contact us at **(02) 9223 1868** if you are unsure about how to answer any questions. *Once complete, please send your Enrolment Form to Brighten Contact - contact@brighten.edu.au*



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