

**HANDS ON TRAINING GROUP – TRAINEE WORKBOOKS – HOSPITALITY**  
**Workbooks are \$12 per unit plus GST**

<b>Competency code</b>	<b>Workbook title</b>	<b>Core/ Elective</b>
THHADFB03B	Prepare and serve cocktails	E
THHBCAT04B	Operate a fast food outlet	E
THHBCC11B	Implement food safety procedures	E
THHBFB00B	Clean and tidy bar areas	E
THHBFB01B	Operate a bar	E
THHBFB02B	Provide a link between kitchen and service areas	E
THHBFB03B	Provide food and beverage service	E
THHBFB04B	Provide table service of alcoholic beverages	E
THHBFB09B	Provide responsible service of alcohol	E
THHBFB10	Prepare and serve non alcoholic beverages	E
THHBFB11	Develop and update food and beverage knowledge	E
THHBFB12B	Prepare & serve espresso coffee	E
THHBKA01B	Organise and prepare food	E
THHBKA02B	Present food	E
THHBKA03B	Receive and store kitchen supplies	E
THHBKA04B	Clean and maintain premises	E
THHCOR01	Work with colleagues and customers	C
THHCOR02	Work in a socially diverse environment	C
THHCOR03	Follow health safety and security procedures	C
THHGCS01B	Develop and update local knowledge	E
THHGCS02B	Promote products and services	C
THHGCS03B	Deal with conflict situations	C
THHGFA01B	Process financial transactions	E
THHGGA01B	Communicate on the telephone	C
THHGGA06B	Receive and store stock	E
THHGHS01B	Follow hygiene procedures	C
THHGTR01B	Coach others in job skills	C
THHHCO01B	Develop and update hospitality industry knowledge	C

**SUPPLEMENTARY TEXTS**

***Professional Hospitality: Core Competencies*** – by Lynn Van Der Wagen  
 Published by Pearson Australia \$39.05 plus GST

***The Professional Waiter*** - by Puckeridge & Howard,  
 Published by Hospitality Books \$25 plus GST

***The Professional Bar Attendant*** – by Puckeridge & Howard  
 Published by Hospitality Books \$25 plus GST