

English and Certificate III in Hospitality (Operations)



The English and Hospitality program has been specially designed to provide students with the English skills and hospitality training to work in the hospitality industry with the confidence and knowledge required. This program is exclusive to Gold Coast Language Schools.

Gold Coast Language Schools

The Gold Coast is the perfect location, has the perfect climate, and the perfect lifestyle...simply Gold Coast Language Schools (GLS) is the smarter way to learn English.

Gold Coast Language Schools is much more than just an English Language School, it's a place where students can achieve their full potential, make lifelong friends, enjoy an active social life and have fun while they are studying. We are able to assist you through specialized programs, learning pathways and partnerships...simply the student comes first.

Career Training Institute of Australia

Career Training Institute of Australia (CTIA) is located in the Gold Coast International Hotel and is a Registered Training Organisation, providing quality training services to the Hospitality, Tourism and Travel sectors since 1998. CTIA has an experienced team of trainers - all of whom have a strong industry background, dedicated to helping learners reach their own personal and professional best.

CTIA was established with the objective of developing multi-skilled professionals, taking training out of the traditional confined of a classroom and placing it back into the industry that it serves. We pride ourselves on Quality not Quantity and have gained much industry recognition and various accolades for our industry-based programs.

English and Hospitality Overview

Course length:	17 weeks (9 weeks @ GLS and 8 weeks @ CTIA)
Start Date:	6 April 2009
Program Entry level:	Intermediate
CTIA Prerequisites:	IELTS Score 5.5 or equivalent
Program Completion:	English Language Certificate – Gold Coast Language Schools) Certificate III Hospitality (Operations) – CTIA

Class Time:

Gold Coast Language Schools

9:00 – 3:30 General English & IELTS Preparation **Monday – Thursday**
9:00 – 1:30 General English & IELTS Preparation **Friday**

Career Training Institute of Australia

9:00 – 4:00 Hospitality/Training **Monday – Friday**

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For more information contact: info@gl.s.qld.edu.au



Certificate III in Hospitality (Operations) – THH33002:

- General English classes
- IELTS Preparation class to achieve IELTS score of 5.5 or equivalent
- Work with colleagues and customers
- Work in a socially diverse environment
- Follow health, safety and security procedures
- Develop and update hospitality industry knowledge
- Follow workplace hygiene procedures
- Communicate on the telephone
- Promote products & services to customers
- Deal with conflict situations
- Coach others in job skills
- Clean and tidy bar areas
- Operate a bar
- Provide a link between kitchen & service areas
- Provide food & beverage service
- Provide table service of alcoholic beverages
- Prepare and serve non-alcoholic beverages
- Prepare and serve espresso coffee
- Process financial transactions
- Develop and update local knowledge
- **Provide Responsible Service of Alcohol**
- **2 Weeks Industry Placement**
- **Assistance with Job Interviews**



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Career and Further Study Opportunities

Successful completion of the Certificate III in Hospitality (Operations) will provide you with the skills and knowledge required of a success employee in the hospitality industry. Employment opportunities include positions in food and beverage service, barista service, front office staff, or assistant in a retail/hospitality outlet. If you wish to continue your studies the Certificate III can also be used as credit towards higher qualifications.

Career Opportunities

9 weeks General/Hospitality English at Gold Coast Language Schools

8 weeks Certificate III in Hospitality (Operations) at Career Training Institute of Australia

Job Assistance Seminar

Where to find ideal jobs

How to write a good resume

Preparing for the interview

Tips from Industry Experts

Guaranteed Job Interviews

Employment in Hospitality Industry

Hayman Island Resort

Daydream Island Resort

Convention & Exhibition Centre GC

Gold Coast International Hotel

Holiday Inn

Crowne Plaza GC

Watermark Hotel

Rydges Hotel Southbank

Career Opportunities

Food and Beverage Attendant

Bar Attendant

Barista Service

Restaurant Services

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Further Study Opportunities

9 weeks General/Hospitality English at Gold Coast Language Schools



8 weeks Certificate III in Hospitality (Operations) at Career Training Institute of Australia



Diploma of Hotel Management at Career Training Institute of Australia



Career Opportunities

Planning & Product Development

Sales & Marketing

Financial Control

Front Office

Food & Beverage

General Management

Reservations

Human Resources



Bachelor of Hotel Management at University

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Katherine Hohl (**Guest Service Agent**) Gold Coast International Hotel

I gained valuable knowledge with a lot of practical experience that gave me the edge in gaining employment. The year was very rewarding with thanks to my trainers, who were extremely helpful in making the year an enjoyable one.

Michelle Cheong (**Degree in Hotel Management**)
Australian International Hotel School: Canberra



Throughout the diploma course, I learned a lot about the hospitality industry. This course has given me the confidence to find my career path within the hospitality industry and to know what I want out of life. The decision I made to do this course last year is a choice never to be regretted. It's the best decision I've ever made.



Cameron Nichols (**Guest Service Agent**) Stanford Plaza Hotel

The opportunities I was provided with through CTIA over the year were amazing!!! All the experience I gained has enabled me to achieve my goal. I couldn't have done it without CTIA.

Shelley Zerner (**Flight Attendant**) Emirates Airlines

During and after the completion of the Diploma of Hospitality (Management) I worked for various International Hotels and have now fulfilled my goal to be a Flight Attendant for Emirates Airlines based in Dubai in the United Emirates. I would recommend this excellent program to any prospective student wanting to make the exciting world of Hospitality and Tourism their career.



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