WHY STUDY HOSPITALITY STUDIES?

The Hospitality Industry in Australia is a major contributor to the economic, social and recreational life of the nation. It embraces the food and beverage sector (restaurant service, food production, bar service, clubs and gaming) and accommodation sector.

A course in Hospitality Studies is designed to assist students in developing:

• an informed overview of the hospitality industry, its workplace culture, practices and employment opportunities
• vocational competence within the designated sectors of the hospitality industry
• an ability to think critically and constructively through the study of issues impacting on the hospitality industry
• an ability to communicate effectively using hospitality-related language confidently, accurately and appropriately in a variety of interactive environments
• an awareness of moral, ethical, cultural and social responsibility within all roles related to the hospitality industry
• an appreciation of the skills and attitudes that enhance employability, enjoyment of life and preparedness for lifelong learning.

WHAT IS STUDIED IN HOSPITALITY STUDIES?

The Hospitality Studies program is a two-year course of study based on four topics. These topics include:

Food Production

The aim of this topic is to assist students in developing an appreciation and understanding of the role and importance of kitchens staff in relation to food service operations. Focus areas include:

• kitchen operations and interrelationships with other departments
• staffing positions and roles
• cuisine styles
• principles and methods of cookery
• quality and presentation of food
• cost control
• role of nutrition in the industry
• implications of workplace health and safety legislation
• social, economic, cultural and environmental issues.

Food and Beverage Service

This topic aims to provide students with both knowledge and skill to serve food and beverages in a responsible, safe and hygienic manner. Good team work, communication and management skills as well as current and relevant issues impacting on this sector will be investigated. Focus areas include:

• customer relations and service skills
• product knowledge
• roles, careers and interrelationships of food and beverage sector
• range and operations of food and beverage service outlets
• quality presentation and service
• impact of social diversity on the food and beverage sector
• implication of legislation related to food and beverage service
**Accommodation Services**

The image of a hospitality establishment is created by first impressions made by front office and housekeeping staff. The aim of this topic is to provide students with an opportunity to develop an understanding of front office and housekeeping procedures and the interrelationship with other sectors of the hospitality industry. Students develop skills and confidence in using current administrative and housekeeping procedures. The consequences of technological and social issues related to accommodation services will be explored. Focus areas include:

- types and standards of accommodation
- interrelationship between front office, administration, housekeeping and other departments and possible career paths
- roles and duties of management and staff
- customer relations and guest services of accommodation/housekeeping sectors
- interpersonal skills
- administration and reservation procedures
- technology in the front office/housekeeping and its impact
- communication and culturally diverse groups
- procedures and legislation related to this sector.

**Clubs and Gaming**

The clubs and gaming sector of the hospitality industry has experienced significant growth and development in recent years. The aim of this topic is to provide a study, which introduces an appreciation for the knowledge, insight and responsible attitudes to the club and gaming sector. By investigating specific issues relating to this hospitality service, students are encouraged to think critically and evaluate the economic and social impact of the development of this sector. Focus areas include:

- the changing face of clubs
- establishment and development of registered clubs – infrastructures, membership and peculiarities
- history of the gaming sector in Australia
- product knowledge and marketing of clubs and gaming venues and services
- social impact of club/gaming activities on other hospitality sectors
- security and legal issues for responsible participation of staff in the club and gaming sectors.

Furthermore, embedded into the course is a nationally recognised vocational Certificate I in Hospitality (Kitchen Operations). To gain this Certificate, students must demonstrate competency in the **five common core units** of competency:

- work with colleagues and customers
- work with a socially diverse environment
- follow health, safety and security procedures
- develop and update hospitality industry knowledge
- follow workplace hygiene procedures

**plus four** competencies from the strand Kitchen Attending:

- organise and prepare food
- present food
- receive and store kitchen supplies
- clean and maintain kitchen premises

**and one other** competency, namely, sandwich preparation.
HOW IS HOSPITALITY STUDIES STUDIED?
Hospitality Studies incorporates a wide range of activities to develop knowledge, understanding, reasoning processes as well as practical components. Experiences include conducting research using an investigative approach, problem solving, group/team work activities, practical work – including Basic Kitchen Attending - guest speakers, excursions, planning and organising events and skills workshops.

HOW ARE STUDENTS ASSESSED?
The aim of the assessment is to promote student learning and allow sufficient opportunity for student achievement to be judged. Hence, the assessment program serves several purposes to:

- gather information on student progress
- provide feedback to students and teachers to improve the learning process
- guide the future development of the course
- provide the basis for the awarding of exit levels of achievement and where possible the Certificate I in Hospitality.

Assessment instruments used in each semester unit over the two (2) year course of study will include:

- competency-based assessment tasks – through written response items and for demonstration for vocational components of the course
- the opportunity for Recognition of Prior Learning (RPL) for vocational aspects of the course – where a student’s work experience or training fulfils the leaving outcome within a specific study module
- practical tasks and the written aspect of this task
- examinations
- extended writing tasks/reports

WHERE MIGHT HOSPITALITY STUDIES LEAD?
While not a compulsory prerequisite for specific tertiary studies, Hospitality Studies prepares students wishing to obtain employment and pursue a career in the hospitality industry. Skills gained in this course will greatly assist students studying at University level e.g. Bachelor of Business – Hotel Management or Diploma, Associate Diploma and Certificate level at TAFE or it can give a ‘kick-start’ to a traineeship as a chef.

Through successfully completing the Certificate I in Hospitality, students receive advanced standing/credit in their tertiary studies.

WORKLOAD
Students should expect a demanding written aspect of the course and are required to revise the work completed in class each night for homework. Various other tasks may be set on a regular basis or over several nights e.g. background reading, practical activities, report writing and research questions. Documentation of planning for practical work is routine.

Students must have the commitment to be consistently organised for all practical experiences and be prepared to work with motivation and independently.

OTHER CONSIDERATIONS
Apart from the subject levy and text book costs associated with Hospitality Studies, there will be a number of other financial costs incurred due to the nature of the subject. Some of these are excursion costs, provision of a hospitality uniform (apron, closed-in shoes and black and whites) and material costs (approximately $60) for practical elements.
Out of school hours attendance, may, at times, be required to prepare and conduct various catering functions.

While there is a clear emphasis on the practical element of hospitality within the course, students should expect a demanding written aspect to the course which will require independent research and reports. Documentation of planning and evaluation for practical sessions is routine.

Hospitality Studies will provide an excellent opportunity for students to develop skills, processes and attitudes crucial for making valid decisions about future career pathways related to the Hospitality industry.