

SIT50422

DIPLOMA OF HOSPITALITY MANAGEMENT



Do you have a passion for hospitality, leadership and creating great customer experiences?

Build the skills to step into supervisory and management roles with the Diploma of Hospitality Management. Delivered at a live hospitality venue, this course develops practical skills in hospitality operations, customer service, team leadership, workplace communication and venue coordination. Graduates will gain the confidence, professionalism and industry knowledge needed to support daily operations, lead teams and succeed in fast-paced hospitality environments.



Industry-Relevant Skills



Hands-On Learning



Supportive Learning Environment



Career Pathways



1300 972 801



www.studymix.com.au



info@studymix.com.au



765 Stanley Street,
WOOLLOONGABBA, QLD 4102

Diploma of Hospitality Management

COURSE OVERVIEW

This qualification reflects the role of highly skilled hospitality professionals who use a broad range of operational, supervisory and management skills combined with sound industry knowledge. Students learn to coordinate hospitality operations, lead teams, support quality customer service, and use discretion and judgement to solve workplace problems.

Graduates may work independently or in supervisory roles across a variety of hospitality settings including restaurants, cafés, hotels, bars, clubs, function venues and accommodation services.

GAIN SKILLS IN

- Hospitality Leadership & Team Management
- Customer Service Excellence
- Conflict Management & Communication
- Rostering & Staff Supervision
- Budgeting & Financial Management
- Legal Compliance & Risk Management
- Work Health & Safety Leadership
- Food Safety & Hygiene Compliance
- Bar & Beverage Operations
- Espresso Coffee & Cocktail Service
- Food & Beverage Service Supervision
- Responsible Service of Alcohol & Gambling
- In-House Event Planning
- Business Relationships & Venue Operations
- Hospitality Industry Knowledge and Professional Practice

COURSE OUTCOMES

Students will develop advanced hospitality skills and knowledge to prepare for supervisory and management roles within the hospitality industry. Graduates will gain experience in leading teams, managing customer service, coordinating hospitality operations, preparing rosters, managing budgets, monitoring work health and safety, and supporting business operations.

This course focuses on building leadership, confidence, professionalism, problem-solving, teamwork, and workplace readiness through practical learning, industry-based scenarios, and real hospitality management tasks.

Potential career outcomes may include Restaurant Supervisor, Bar Supervisor, Café Supervisor, Food and Beverage Supervisor, Duty Manager, Functions Coordinator, Front Office Supervisor, Team Leader, Assistant Venue Manager, Restaurant Manager, and Hospitality Operations Manager.

ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification. Students are required to participate in a pre-enrolment review process to determine suitability for the course, including language, literacy, numeracy, and digital skills.

DURATION

Course duration may vary depending on the delivery mode, timetable, and funding arrangements.

UNITS OF COMPETENCY

Core Units

- SITXCCS015**
Enhance Customer Service Experiences
- SITXCCS016**
Develop and Manage Quality Customer Service Practices
- SITXCOM010**
Manage Conflict
- SITXFIN009**
Manage Finances Within a Budget
- SITXFIN010**
Prepare and Monitor Budgets
- SITXGLC002**
Identify and Manage Legal Risks and Comply with Law
- SITXHRM008**
Roster Staff
- SITXHRM009**
Lead and Manage People
- SITXMGT004**
Monitor Work Operations
- SITXMGT005**
Establish and Conduct Business Relationships
- SITXWHS007**
Implement and Monitor Work Health and Safety Practices

Elective Units

- SITXFA005**
Use Hygienic Practices for Food Safety
- SITHFAB027**
Serve Food and Beverage
- SITHIND008**
Work Effectively in Hospitality Service
- SITHFAB030**
Prepare and Serve Cocktails
- SITEEVT023**
Plan In-House Events
- SITHFAB031**
Provide Advice on Beers, Spirits and Liqueurs
- SITHFAB021**
Provide Responsible Service of Alcohol
- SITXFA006**
Participate in Safe Food Handling Practices
- SITHFAB023**
Operate a Bar
- SITHGAM022**
Provide Responsible Gambling Services
- SITHFAB024**
Prepare and Serve Non-Alcoholic Beverages
- SITHIND006**
Source and Use Information on the Hospitality Industry
- SITHFAB025**
Prepare and Serve Espresso Coffee
- HLTAID011**
Provide First Aid
- SITHFAB022**
Clean and Tidy Bar Areas
- SITXCOM007**
Show Social and Cultural Sensitivity
- SITXWHS005**
Participate in Safe Work Practices

COURSE FEES

Studymix offers flexible and accessible payment options for students enrolling. Students may be eligible for reduced upfront costs where credit transfers, recognised prior study, or approved enrolment arrangements apply.

Fees are assessed individually before enrolment so students receive clear information about their total course cost, payment options, and any available reductions.

Contact us for current course fees, eligibility information, and available payment options.

DELIVERY

Training is delivered through a combination of face-to-face training, practical hospitality activities, simulated workplace environments, trainer-led classroom sessions, and structured work experience activities.

Students may be required to complete practical hospitality service periods as part of their assessment and workplace skill development.

PATHWAYS

Students who successfully complete this qualification may progress into further study, including:

- SIT60322 Advanced Diploma of Hospitality Management

Graduates may also choose to continue into higher education pathways in hospitality, tourism, business, event management, or related management fields.

ENROL NOW

Phone our friendly team on 1300 972 801 to secure your spot today.



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