

PERSONAL LEARNING REQUIREMENTS

SIT40521 Certificate IV in Kitchen Management

The skills and abilities required to study in this course and work in the industry include:

Communication Skills

- Ability to appropriately give and receive feedback to colleagues or clients
- Ability to develop and maintain relationships with all stakeholders, to communicate effectively and to build trust and rapport
- Communicate professionally (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Demonstrate accurate and clear written communication (e.g. food orders, messages, creating menus and recipes, procedures, record keeping)
- Respond to communication in a time-efficient, accurate, and appropriate manner (e.g. verbal instructions, telephone or emails)
- Speak clearly and directly with clients, colleagues and stakeholders (e.g. taking orders, discussing menu items)
- Active listening skills, ability to liaise with clients, take orders, understand instructions and receive client feedback
- Understand, use and respond to non-verbal communication appropriately
- Use effective questioning techniques (e.g. understand customer needs/job requirements)
- Capacity to develop effective mediation and conflict resolution skills

Physical Skills

- Ability to be on your feet for extended periods of time, both walking and standing, and maintaining consistent physical performance throughout your day
- Ability to undertake frequent handwashing, including chemical-based substances
- Ability to work in various environments (e.g. changing conditions, hot/cold, low light, indoors/outdoors)
- Adequate vision is required (e.g. to avoid physical hazards)
- Capacity to use and operate a range of tools, machinery and equipment (e.g. knives, blenders, dishwashing machines, commercial kitchen equipment, wrapping and packing machines etc.)
- Capacity to use computers/smart devices
- Fine motor skills, including the ability to undertake precise coordinated movements of the hands (e.g. decorative work, food presentation)
- Good hand and eye coordination (e.g. cutting, chopping and carrying multiple plates and drinks trays)
- Gross motor abilities and good mobility, as the role involves significant physical activity and manual tasks consistently (e.g. lifting, bending, twisting, reaching, pushing)
- Manual handling techniques (e.g. lifting, carrying, pulling, pushing, etc.)
- Tolerance to working with and being in an environment with all types of food (NB if you have any food allergies, you will require medical clearance to commence this course)

Cognitive Skills

- Ability to carry out work in an organisational required order or sequence (e.g. including understanding and following instructions)
- Ability to demonstrate an understanding of knowledge to respond to questions, problem-solve, and resolve various scenarios
- Ability to give detailed instructions, such as explaining workplace policies and procedures

- Ability to lead and participate in group activities/discussions
- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to perform basic mathematical skills (e.g. calculating required amounts of items to be prepared for the service period)
- Ability to perform mathematical skills (e.g. understanding of percentages and fractions required for working with quantities for food recipes, such as ratios and proportions)
- Ability to perform financial / budgeting skills (e.g. costing of projects)
- Basic project management skills (e.g. tools, equipment and materials required)
- Be responsible for self and others' health and safety
- Capacity to maintain focus and concentration while undertaking routine or repetitive tasks
- Effective problem-solving ability (e.g. customer complaints)
- Read, understand and interpret written materials (e.g. menus, brochures, promotional materials, manufacturer's instructions, workplace safety signs, acts, legislation, codes)
- Research skills, with the ability to conduct and verify information on a variety of different topics and areas, and apply the results in a variety of situations
- Select and use the right personal protective equipment to manage personal safety in the workplace (e.g. choosing appropriate footwear when working in a particular environment)
- Understand and follow policies and procedures (e.g. liquor laws, food safety, health & safety)
- Ability to reflect and act on feedback, and undertake professional development if required
- Accept responsibility for accurate completion of work and seek help when required
- Anticipate problems in advance and act to avoid them
- Capacity to develop, apply and maintain cookery/hospitality industry knowledge
- Engages in continuous learning opportunities (e.g. willing to learn new products or services or other industry-related skills and knowledge)
- Good working memory (e.g. able to recall orders, menu items and cooking methods)

Behavioural & Social Skills

- Ability to manage personal emotions and behaviour calmly and respectfully
- Ability to remain alert, focused and engaged with clients and colleagues
- Ability to support others in learning (e.g. sharing/demonstrating products)
- Ability to work as part of a team and/or independently
- Ability to work under direct supervision and/or independently
- Attention to detail
- Commitment to safety (e.g. using Personal Protective Equipment)
- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Enthusiasm for customer service
- Flexible (e.g. people in the hospitality industry often have unusual hours and may be required to take on different or multiple roles at any given time, work split shifts, night work, weekends, public holidays)
- Genuine interest in interacting and working with people
- Initiative (e.g. willingness to take on responsibilities and challenges)
- Interpersonal skills (e.g. customer service skills, putting clients at ease, the ability to contribute and work as a member of a team)
- Maintain a neat personal appearance, including a high level of personal hygiene
- Stress tolerance (e.g. deal calmly with stressful situations or under pressure, such as during a busy service period or during practical assessment sessions)
- Willingness to work with, and care for people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

Technical Skills

- Operational knowledge of computers/smart devices, including the capacity to use industry-specific software

- Use information technology to support communication (e.g. computers for reports, email and documents)
- Use of tools and equipment in a commercial kitchen or event location

Digital Skills

- Able to log on with a username and password
- Able to complete key word internet search to find specific information, e.g. Today's temperature
- Able to turn a computer on and off again
- Able to create a new folder for student files
- Able to use a drop-down menu to select an option on a digital form, e.g. state or territory
- Able to name, store, save and locate different files
- Able to use a computer mouse with increasing accuracy and right clicks to locate the menu
- Can distinguish 'Reply' from 'Reply all' in emails
- Recognises a range of software icons on the desktop (Including Microsoft Office Suite, OneDrive and Adobe)
- Able to format text in a short document
- Able to participate in a group message chat and forums
- Uses reply, reply all and forward email functions appropriately
- Able to create digital presentations, e.g. PowerPoint®, movies, videos, or other
- Interacts with others appropriately using internet and app-based software, e.g. group discussion, rostering etc.

Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

Before you Enroll

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

Phone: 03 5225 0500

Email: courinfo@gordontafe.edu.au

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all-courses>