

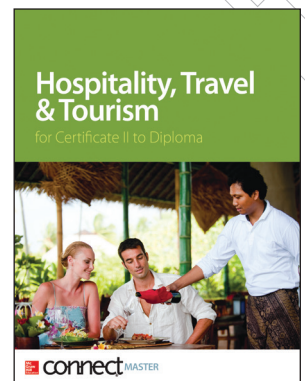
Connect Master Hospitality, Travel & Tourism for Certificate II to Diploma

Amelia Hayson, Lisa Kerr, Christina Donaldson, Michelle Pupo, Michelle Crutchfield, Karin Thompson, Leisa Thomson, Lisa Kerr, Nicola Trapski, Dianne Flakus, Fleur Taylor, Jayne Bachelor

Written by Industry experts and to the latest SIT training packages, **Connect Master Hospitality, Travel and Tourism for Certificate II to Diploma** provides students with the learning resources needed to enhance their understanding of Hospitality and Tourism. It includes content mapped to the SIT training package in an easy to use mapping grid for each unit of competency.

The qualifications covered include:

- SIT20116 Certificate II in Tourism
- SIT30116 Certificate III in Tourism
- SIT40116 Certificate IV in Travel and Tourism
- SIT50116 Diploma of Travel and Tourism Management
- SIT20316 Certificate II in Hospitality
- SIT30616 Certificate III in Hospitality
- SIT40416 Certificate IV in Hospitality
- SIT50416 Diploma of Hospitality Management



Connect Master

Connect Master is an adaptive learning system that combines a personalised learning system experience with rich, dynamic resources to help students learn the material, retain more knowledge and increase completion rates.

Features:

- Adaptive learning technology supports flipped classroom learning
- Multiple-format content including animations, slides, videos and adaptive assessments
- Appropriate language level for student demographic
- Author team of experienced industry professionals
- Peer reviewed content
- Standalone or to support existing learning resources

Benefits:

- Provides students with up-to-date, easy to read and engaging resource
- Maximise effectiveness of student's study time
- Embodies the values of flipped classroom technique, enabling instructors to deliver more engaging lessons
- Reduces the time instructors spend creating their own resources
- Designed to support the different learning styles and levels of students in a classroom
- Real-time data reports so that instructors can focus on topics which students need the most help



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Title Information	
Title	ISBN
Hospitality for Certificate II to Diploma Connect Master	9781743769904
Travel and Tourism for Certificate III to Diploma Connect Master	9781743769928
Hospitality, Travel and Tourism Certificate II to Diploma Connect Master	9781743760178

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1. Manage diversity in the workplace	24. Provide advice on Australian destinations
2. Work effectively with others	25. Construct normal international airfares
3. Source and use information on the hospitality industry	26. Provide advice on international destinations
4. Work effectively in hospitality services	27. Construct promotional international airfares
5. Source and use information on the tourism and travel industry	28. Interact with customers
6. Sell tourism products and services	29. Address protocol requirements
7. Process reservations	30. Research and comply with regulatory requirements
8. Use a computerised reservations or operations system	31. Access and interpret product information
9. Provide service to customers	32. Prepare quotations
10. Enhance customer service experiences	33. Book supplier products and services
11. Show social and cultural sensitivity	34. Process travel-related documentation
12. Manage conflict	35. Develop and manage quality customer service practices
13. Manage finances within a budget	36. Use social media in business
14. Coach others in job skills	37. Interpret financial information
15. Roster staff	38. Prepare and monitor budgets
16. Lead and manage people	39. Monitor staff performance
17. Monitor work operations	40. Establish and conduct business relationships
18. Participate in safe work practices	41. Identify hazards, assess and control safety risks
19. Implement and monitor work health & safety practices	42. Provide responsible service of alcohol
20. Manage meetings	43. Operate a bar and clean and tidy bar areas
21. Manage operational plans	44. Prepare and service non-alcoholic beverages
22. Participate in co-operative online marketing initiatives	45. Prepare and serve espresso coffee
23. Research and share information on Australian Indigenous cultures	46. Provide table service of food and beverage
	47. Use hygienic practices for hospitality service and food safety

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