

## HOSPITALITY MANAGEMENT

THHCO01B Developing hospitality industry knowledge  
THHCOR01B Work With Colleagues and Customers  
THHCOR02B Work In a Socially Diverse Environment  
THHCOR03B: Follow health, safety and security procedures  
THHGHS01B Follow workplace hygiene procedures  
THHGGA01B Communicate on the telephone  
THHGCS03B Deal With Conflict Situations  
THHGCS02B Promote Products and Services to Customers  
THHS2CC1B Monitor Catering Revenue and Costs  
THHGLE05B Roster Staff  
THHGTR01B Coach Others in Job Skills  
THHGLE13A Manage Finances within a Budget  
THHGLE14A Prepare and Monitor Budgets

## BUSINESS MANAGEMENT

BSBMGT506A Recruit, Select and Induct Staff  
BSBFLM412A Promote Team Effectiveness  
BSBCM404A Develop Teams and Individuals  
BSBCM412A Promote Innovation and Change  
BSBCM411A Monitor a Safe Workplace  
BSBCM401A Coordinate Implementation of Customer Service Strategies

## BUSINESS MARKETING

BSBMKG406A Build Client Relationships  
BSBMKG502A Establish and Adjust the Marketing Mix  
BSBMKG501A Evaluate Marketing Opportunities  
BSBMKG304A Assist with market research  
BSBMKG408A Conduct market research  
BSBMKG506A Plan market research  
BSBMKG607A Manage market research

## RETAIL OPERATIONS

WRRCS1B Communicate In the Workplace  
WRRCS2B Apply Point Of Sale Handling Procedures  
WRRCS3B Interact With Customers  
WRRER1B Work Effectively In a Retail Environment  
WRRCA1B Operate Retail Equipment  
WRRM2B Perform Routine Housekeeping Duties  
WRRLP1B Apply Safe Working Practices  
WRRLP2B Minimise Theft  
WRR11B Perform Stock Control Procedures  
WRRF1B Balance Register/Terminal