



Certificate IV in Hospitality

Program Overview

The Certificate IV in Hospitality Operations Supervision is designed to develop the skills and knowledge required for supervisory roles within the hospitality industry. The program focuses on leadership, team coordination, operational management, customer service excellence, and workplace compliance.

Learners will gain the ability to supervise daily operations, manage staff performance, and ensure service standards are consistently achieved in dynamic hospitality environments.

Possible Career Opportunities:

- Hospitality Supervisor
- Front Office Supervisor
- Food & Beverage Supervisor
- Housekeeping Supervisor
- Team Leader / Shift Supervisor

Entry Requirements:

- Completed Year 13 or Pass in Year 12 or
- Certificate III in Hospitality or
- Work experience in relevant industry sector or
- Met the mature student criteria.

(If above not met, must pass vocational literacy and numeracy test set by OIT.)

Duration & Delivery & Fees:

- 2 to 3 Trimesters
- Blended Delivery: Face-to-Face and online through Moodle
- Total Fees - \$3,500.00

Unit of Competency

- CHOS401 Enhance Customer Service Experiences in Hospitality Environments
- CHOS402 Manage and Resolve Conflict in Hospitality Operations
- CHOS403 Manage Finances within a Budget in Hospitality Operations
- CHOS404 Demonstrate Social and Cultural Sensitivity in Hospitality Services
- CHOS405 Develop and Manage Staff Rosters in Hospitality Operations
- CHOS406 Lead and Manage People in Hospitality Environments
- CHOS407 Monitor and Coordinate Work Operations in Hospitality
- CHOS408 Implement and Monitor Work Health and Safety Practices in Hospitality Operations
- CHOS409 Supervise Hospitality Operations in Workplace
- CHOS410 Apply Workplace Practice in Hospitality Operations

For further information, please contact on email info@oit.ac.fj or phone (679) 9978679 / (679) 672 0123

For enrolment, please visit OIT Namaka Campus, Level 1, Challenge Plaza, Namaka, Nadi or apply online via <https://oit.ac.fj/qualification-application-form/>

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