



## Front of House

This program provides the skills and knowledge for an individual to be competent to work in a front of house role in a restaurant, hotel, bar, or café.



### **A course to develop your skills in:**

- Table service etiquette
- Setting a table and napkin folding
- Greeting and seating guests
- Making meal recommendations
- Taking orders by hand
- Answering customer questions and complaints
- Taking payments

**Ph. 5329 3273**

**E. [reception@ballaratnc.org.au](mailto:reception@ballaratnc.org.au)**

**[www.ballaratnc.org.au](http://www.ballaratnc.org.au)**



Skills for study  
work and life

We enrich our community by providing opportunities to connect, participate and learn

**Length:** 45 hours - 5 weeks

**Cost:** FREE

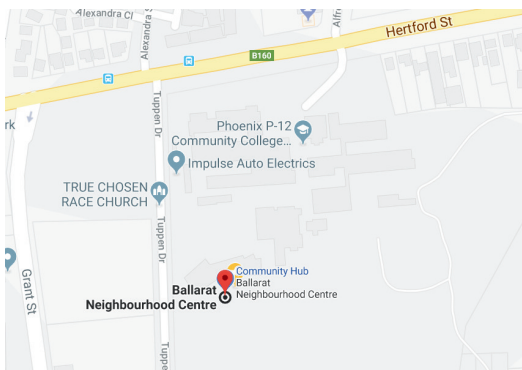
**Eligibility:** Go to the BNC website for the full eligibility list.

## Discover Learn Local

We provide education and training programs designed to meet your learning needs. As a registered Learn Local we help you return to study, become work ready, improve your skills or learn something new.

## Find us at the Ballarat South Community Hub

11 Tuppen Drive, Sebastopol



**Ballarat Neighbourhood Centre**  
PO Box 540W, Ballarat. 3350