

Complete Hospitality Training

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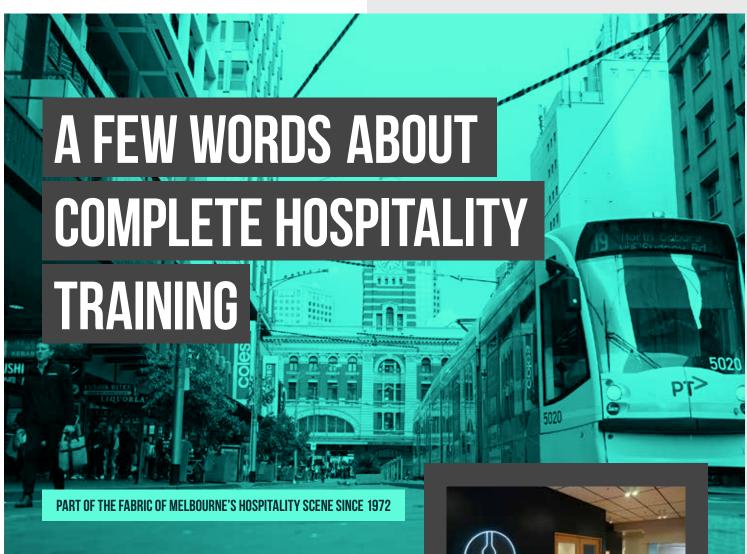




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Complete Hospitality Training is a privately owned RTO in the heart of Melbourne

Our primary purpose is to provide high quality, student centred vocational education courses in hospitality.

At Complete Hospitality Training (CHT), we believe that exceptional hospitality goes beyond meeting expectations - it's a passion for service that elevates experiences, empowers teams, and drives success. Whether you want to manage a bustling restaurant, lead a dynamic kitchen, or strive for excellence in bar service, we are here to support you every step of the way. Our tailored training ensures that teams are not just meeting industry standards but exceeding them, delivering unforgettable hospitality at every turn.

Our purpose at CHT is 'to open a world of possibilities to those who chose to learn with us'. We believe in a 'hands on practical' and approach to training, supported by experienced and passionate trainers, training facilities across Australia.

Our business is all about people, so we are focused on attracting and retaining the best people who align with our core values.

Our values are the guiding principles from which we lead the organisation and have the ambition to make a significant difference in the world.





NATIONALLY RECOGNISED TRAINING



COMMITMENT TO QUALITY



STATE OF THE ART TRAINING FACILITIES



ESTABLISHED 1972



EMPLOYMENT SERVICES



CHT provides nationally recognised training, great facilities and employment assistance

Why choose us?

Nationally Recognised Training

As a Registered Training Organisation (RTO 3722), Complete Hospitality Training is proud to offer nationally recognised qualifications and statements of attainment. Our courses are designed with precision and care, ensuring compliance with industry standards across all Australian while maintaining an unwavering commitment to quality.

Committed to Quality

Since our establishment, we've been committed to excellence, delivering high-quality training that empowers individuals



and transforms careers. Our focus on industry relevance and best practices ensures that our graduates are equipped with the skills and knowledge to thrive in the hospitality sector.

State-of-the-Art Training Facilities

Our cutting-edge training facilities across provide a dynamic learning environment where students can gain hands-on experience in real-world settings. From cocktail bars, cafés and commercial kitchens to simulated hospitality environments, we ensure our learners are well-prepared for the demands of the industry.

Established in 1972

With a legacy spanning over 50 years, Complete Hospitality Training has been at the forefront of vocational education, consistently evolving to meet the needs of the hospitality industry. Our deep experience and longstanding reputation make us a trusted partner in hospitality training.

Employment Services

At Complete Hospitality Training, we're committed to not just education but also employment. We offer extensive support services to help students transition from training to the workplace. Our strong industry connections and partnerships ensure that our graduates are well-placed to secure meaningful employment in the hospitality sector.

Our Values

(Our recipe for success)

Respect for everyone – we value our team, our learners, and our partners. We choose to be open, equitable, and inclusive through how we act, speak, and think.

Enthusiasm – we approach each day with a sense of excitement for what we can achieve. We are ready and willing to enjoy the opportunities we have.



Commitment and dedication – we are committed to our team, our learners, and our stakeholders. We are dedicated to achieving success by working together and providing outstanding service.

Integrity - we hold ethical behaviour and integrity as our highest priorities. We communicate openly and honestly and conduct ourselves in accordance with shared and agreed standards of behaviour.



Passion and pride – we are passionate about the hospitality industry and what we do. We take pride in our work and encourage the same in our learners.

Excellence by choice— we see every opportunity as a chance to learn and improve. Just as our learners benefit from our training to improve their knowledge and skills, we consistently look for ways to enhance what

Vision & Purpose

Vision: Our Vision is for CHT to Australia's Leading RTO servicing the Hospitality Industry.

Mission: To make our part of the world a better place by teaching the value of service.

Our Purpose: To open the door to a world of possibilities for all those people that learn with us.

OUR FACILITIES AT COMPLETE HOSPITALITY



TRAINING KITCHEN

We have access to a range of state-of-theart kitchens across Melbourne and regional Victoria. All equipped with facilities needed for a fine dining culinary experience.

Features:

- Ovens, stove tops, and grills
- Refrigeration
- Dishwashers



THE LUCAS BAR

The Lucus Bar is our simulated bar where budding bartenders learn their craft with capacity for 30 students.

Features:

- Operating bar and POS
- Pressurised beer lines
- Post mix drink taps
- Cocktail station



SAM'S CAFE

Want to be a barista? It all starts at Sam's Cafe. 18 group heads to avoid the need to share equipment and the best barista trainer in town.

Features:

- Commercial espresso machines
- Commercial grinders
- Cafe style kitchette



STU'S BAR

Stu's Bar is our newest simulated bar on level 4. Great for presentations and exploring the world of cocktails.

Features:

- Cocktail stations
- Kitchenette
- Commercial espresso machine
- Steam wand bar



GILLIAN'S RESTAURANT

Our simulated restaurant is the perfect place to learn about waiting skills in a fine dining setting. Doubles a multi-purpose classroom.

Features:

- Dining tables and chairs
- Waiter's station
- Bar fridge
- Wine stock



Multi-purpose classroom which comfortably seat 30 students, wth views over Elizabeth Street.

Features:

- Convenient desk chairs
- Presentation screen



BLUE ROOM

Multi-purpose classroom which comfortably seat 30 students.

Features:

- Convenient desk chairs
- Presentation screen



SHORT COURSES NEW SKILLS

TAKE ON ONE (OR MULTIPLE) SHORT COURSES TO LEARN NEW SKILLS AT YOUR CONVENIENCE.

AWARDS

Award documention for our short courses may be non-accredirted skills certificates, third-party certificates such as the Victorian RSA issued on behalf of Liquor Control Victoria or an accrtedited Statement of

Attainment which will list the units of competency that you successfully complete during your training courses. The following table illusrates the outcomes from each of our short courses.















RESPONSIBLE SERVICE OF ALCOHOL				
BARTENDING				
BARISTA COFFEE COURSE				
BARISTA MASTER CLASS				
FOOD HANDLING				
FOOD SAFETY SUPERVISOR				
FIRST AID				
BAR & BARISTA				

RESPONSIBLE SERVICE OF ALCOHOL (RSA)

WHAT IS THE RSA?

The RSA (Responsible Service of Alcohol) certificate is a mandatory qualification for anyone serving, selling or offering alcohol in Australia. It ensures that individuals are knowledgeable about their legal responsibilities and the best practices for responsible alcohol service.

WHY DO YOU NEED IT?

To work in any establishment in Victoria that sells, serves, or supplies alcohol, including bars, clubs, cafés, restaurants, liquor stores, and bottle shops, you are required to have a Responsible Service of Alcohol (RSA) certificate accredited by Liquor Control Victoria (LCV).



THE BEST PLACE TO GET YOUR RSA!

If you want to work in any bar, club, cafe, restaurant or venue (including liquor stores and bottle shops) that sells alcohol in Victoria, you will need a Responsible Service of Alcohol (RSA) certificate, accredited by Liquor Control Victoria (LCV).

Our RSA course in Melbourne's CBD is approved by LCV.



FACE-TO-FACE OR ONLINE?

RSA training is available both online and in-person formats. Our online option is ideal for those who cannot easily access our Melbourne CBD visit website: training facility.

For mre details and to book your RSA training, please visit our website.



COURSE DETAILS



- Problems associated with excessive consumption
- Alcohol and the law
- Who is responsible?
- · Facts about alcohol
- Strategies for responsible service
- Refusal of service

DURATION 6 Hours (excluding break time)

CERTIFICATION

PRICE

On successful completion of the course you will be issued with two certificates.



Liquor Control Victoria approved certificate: Responsible Service of Alcohol

Statement of Attainment:

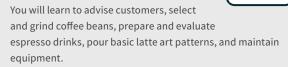
SITHFAB021 - Provide Responsible Service of Alcohol





BARISTA COFFEE COURSE

If you want to learn to become a barista, this course is where you start. You will cover the skills and knowledge required to extract and serve espresso coffee using commercial machines and grinders.





KEY SKILLS

- · Grinding & Tamping
- · Adjusting the grinder
- · Advanced milk texturing
- Introduction to Latte Art
- Clean and maintain equipment
- **DURATION**
- PRICE
- CERTIFICATION
- On successful completion of the course you will be issued with:





1 day

\$195



BARISTA COFFEE MASTER CLASS

This course includes all of the practical skills covered in the Barista Coffee Course. In addition, you will learn about safe food handling practictes, contextualised for a cafe environment.



Participants will delve deeper into the skills required to deliver high quality coffees to industry standards under typical time pressures which applies to espresso machine operators who operate with some level of independence.



KEY SKILLS

- Grinding & Tamping
- Adjusting the grinder
- · Advanced milk texturing • Introduction to Latte Art
- · Cleaning and maintain
- Safe food handling practices
- **DURATION**

PRICE

\$295

2 day

CERTIFICATION

On successful completion of the course you will be issued with:

SITHFAB025 - Prepare and Serve



Espresso Coffee SITXFSA005 - Use Hygienic Practices for Food Safety

BARTENDING SKILLS

Dive into bar operations with our bartending course, or complete our most comprehensive short course with the Bar & Barista Package.



BARTENDING

Our Bar & Barista package combines both our full Bartending and Barista Coffee Master Class courses.

This practical course has been designed to ensure that you obtain the practical skills, confidence and micro-credentials required to work in the hospitality industry.

On completion of the course you will have a set of skills in continuous demand from all sections of the industry.



- Bar operations
- Cocktails making
- Advanced cocktails
- Wine knowledge & service
- Customer service
- Beer pouring
- · Cash handling

DURATION

Daytime option: 4 days Evening option: 8 nights

PRICE

\$495

CERTIFICATION

On successful completion of the course you will be issued with:



Skills Certificate

SITHFAB021 - Provide Responsible Service of Alcohol





BAR & BARISTA PACKAGE

Our Bar & Barista package combines both our full Bartending and Barista Coffee Master Class courses.

This practical course has been designed to ensure that you obtain the practical skills, confidence and micro-credentials required to work in the hospitality industry.

On completion of the course you will have a set of skills in continuous demand from all sections of the industry.



Everything from Bartending & Barista Coffee Master Class, including:

- Bar Operations
- Prepare & Serve Espresso
- Introduction to Latte Art

DURATION

Daytime option: 6 Days Evening option: 12 Nights

PRICE

\$695

CERTIFICATION

On successful completion of the course you will be issued with:

LCV Certificate

Skills Certificate



SITHFAB025 - Prepare and Serve Espresso Coffee

SITXFSA005 - Use Hygienic Practices for Food Safety





SAFETY TRAINING

Get up to date with industry compliant safety standards with our training courses.







FOOD HANDLING

This course is designed to provide you with the essential skills and knowledge required for maintaining effective personal



hygiene practices. These practices are crucial for preventing food contamination that could lead to foodborne illnesses.

By the end of the course, you will be able to competently follow established organisational procedures and demonstrate your ability to identify and control various food hazards. This training will empower you to ensure safer food handling and contribute to public health.



- What food safety includes
- · Identifying food safety hazards
- · Controlling risks
- Preventing contamination
- 3 hours
- On successful completion of the course, you will be issued with a Statement of Attainment for the following unit of competency:



SITXFSA005 - Use Hygienic Practices for Food Safety

FOOD SAFETY SUPERVISOR

The Food Safety Supervisor course equips you with skills and knowledge required for safe food handling throughout

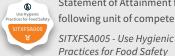


the food preparation cycle. This encompasses crucial aspects such as the safe storage, preparation, display, serving, and disposal of food.

By the conclusion of the course, you will be expected to demonstrate your competence in adhering to the specific procedures outlined in a food safety program, ensuring high standards of food safety and hygiene.



- Food safety program
- Calibrate thermometer
- Assessing food safety hazards
- Procedures for controlling risks
- HACCP
- 1 day
- \$135
- On successful completion of the course, you will be issued with a Statement of Attainment for the following unit of competency:



SITXFSA006 - Participate in safe

food handling practices

PROVIDE FIRST AID

This First Aid course equips you with essential skills to manage emergencies until professional help arrives and is aligned



with Australian Resuscitation Council guidelines.

Key skills include CPR, casualty management, safety assessment, and effective communication with emergency services. Ideal for anyone looking to confidently handle first aid situations.



- Assessing emergencies
- **Ensuring safety**
- · Performing CPR
- · Providing first aid
- · Communicating with emergency services
- · Completing reports and reviews
- Self-paced e-Learning: Up to 6 hours Face-to-face training & assessment: 4 hours
- On successful completion of the course, you will be issued with a Statement of Attainment for the following unit of competency:



HLTAID011 - Provide First Aid



IN GOOD HANDS AT COMPLETE HOSPITALITY TRAINING



OUR TEAM OF AMAZING TRAINERS

The expereince and passion that our trainers bring to the classroom is really what sets us apart

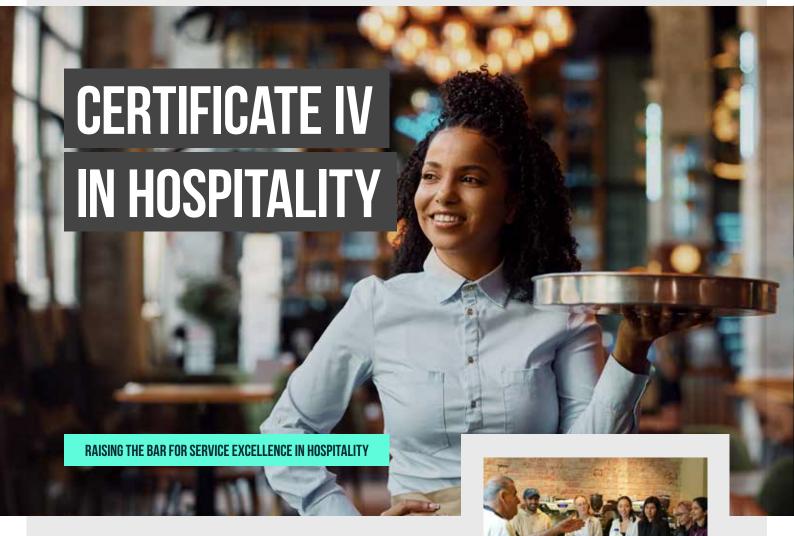
One of the key strengths of CHT's trainers is their extensive industry experience. Many of them have owned and managed hospitality venues, bringing real-world insights and practical knowledge to their teaching. This hands-on experience ensures that students are not only learning theoretical concepts but also gaining valuable skills that are directly applicable in the workplace.

The trainers at CHT are also known for their engaging and supportive teaching methods. They create a dynamic and interactive learning environment where students feel comfortable and encouraged to participate. This approach helps to build confidence and competence in students, preparing them for successful careers in the hospitality industry.

Moreover, the staff at CHT are committed to continuous improvement and staying updated with the latest industry trends and standards. This dedication to professional development ensures that the training provided is current and relevant, giving students a competitive edge in the job market.

In addition to their professional expertise, the trainers at CHT are praised for their approachable and friendly demeanor. They are genuinely invested in the success of their students, offering personalised support and guidance throughout the training process.

Overall, the combination of industry experience, engaging teaching methods, commitment to professional development, and a supportive learning environment makes the training staff at Complete Hospitality Training truly exceptional.



SIT40422 - Certificate IV in Hospitality (Campus)

Looking for a career that's both exciting and rewarding? Consider a role in the dynamic world of hospitality!

Our comprehensive training program is designed to equip you with the skills and knowledge you need to succeed in this fast-paced industry.

Included in the training:

- Advanced cocktail making
- Food and wine matching
- Advanced barista skills (incl. latte art)
- RSA, food safety, leadership and much more.

So, if you're passionate about providing exceptional service, love creating delicious and visually stunning drinks, and thrive in a fast-paced environment, then our program is the perfect fit for you! Join us at Complete Hospitality Training to take the first step towards an exciting and rewarding career.



COURSE CODE SIT40422



QUALIFICATIONCertificate IV in Hospitality



DELIVERY MODE

Campus: Face to face with online learning & Practical Service Periods



COURSE DURATION 9 to 24 months



CAMPUS



SIT30622 - Certificate III in Hospitality

Our comprehensive training course is designed to equip you with the essential skills and knowledge needed to excel in the hospitality industry. This program includes:

- Delivering exceptional customer service
- Operating a range of hospitality venues and services
- Preparing and serving a variety of food and beverages
- Following health and safety practices
- Working effectively in a team

Our program emphasises the importance of health and safety practices, ensuring you are equipped to handle potential risks and maintain a safe working environment.

With a focus on practical training and industry-relevant knowledge, our Certificate III in Hospitality program will set you on the path to success in the dynamic world of hospitality. Take the next step in your career by enrolling today and unlocking exciting opportunities in the field.





COURSE CODE SIT30622



QUALIFICATION Certificate III in Hospitality



DELIVERY MODE Workplace: Traineeship

Workplace: Non-traineeship



COURSE DURATION 12 to 24 months





SIT30622 - Certificate III in Hospitality (Restaurant Front of House)

Our comprehensive training course is designed to equip you with the essential skills and knowledge needed to excel in the hospitality industry. This program includes:

- Delivering exceptional customer service
- Operating a range of hospitality venues and services
- Preparing and serving a variety of food and beverages
- Following health and safety practices
- Working effectively in a team

Our program emphasises the importance of health and safety practices, ensuring you are equipped to handle potential risks and maintain a safe working environment.

With a focus on practical training and industry-relevant knowledge, our Certificate III in Hospitality program will set you on the path to success in the dynamic world of hospitality. Take the next step in your career by enrolling today and unlocking exciting opportunities in the field.



COURSE CODE SIT30622



QUALIFICATIONCertificate III in Hospitality

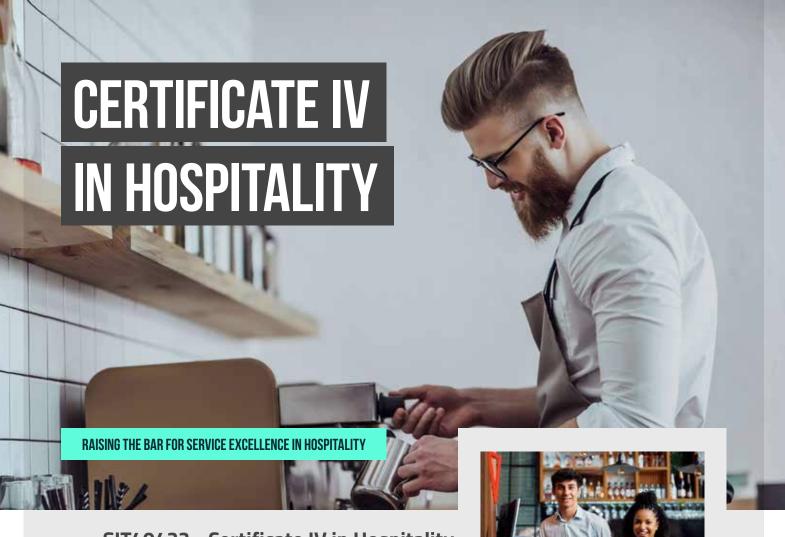


DELIVERY MODEWorkplace: Apprenticeship



COURSE DURATION 12 to 24 months





SIT40422 - Certificate IV in Hospitality (Workplace)

Certificate IV in Hospitality is designed for individuals seeking to develop hospitality service, sales, or operational skills, and a solid understanding of industry operations. This qualification emphasises the use of discretion and judgment, enabling graduates to work independently and under limited supervision, guided by established plans, policies, and procedures. This program also includes:

- Delivering exceptional customer service
- Operating a range of hospitality venues and services
- Preparing and serving a variety of food and beverages
- Following health and safety practices
- Working effectively in a team

This course provides a pathway to diverse roles within the hospitality sector, including restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops. This qualification equips you with the skills and knowledge to excel in the dynamic hospitality industry.



COURSE CODE SIT40422



QUALIFICATIONCertificate IV in Hospitality



DELIVERY MODEWorkplace: Traineeship
Workplace: Non-traineeship



COURSE DURATION
9 to 24 months





SIT30821 - Certificate III in Commercial Cookery

Our Certificate III in Commercial Cookery course is a detailed training program, enabling you to harness a diverse range of skills:

- Advanced culinary techniques
- Food safety and hygiene practices
- Menu planning and preparation
- Kitchen operations and workflow management

In this comprehensive course, you'll master advanced culinary techniques that allow you to craft delicious and visually stunning dishes. You'll also learn how to maintain high food safety and hygiene standards, ensuring a safe dining environment for your customers.

Together with a strong foundation in food preparation and service skills, our Certificate III program is the perfect pathway for individuals looking to take a leap in their culinary career. Unleash your culinary potential with our Certificate III in Commercial Cookery!



COURSE CODE SIT30821



QUALIFICATIONCertificate III Commercial Cookery



DELIVERY MODEWorkplace: Apprenticeship



COURSE DURATION 24 to 36 months





SIT40521 - Certificate IV in Kitchen Management

Our Certificate IV in Kitchen Management course offers an intensive training program designed to hone your culinary and managerial skills. This program includes comprehensive training in:

- Advanced culinary techniques
- Menu planning and costing
- Special dietary management
- Cutting-edge food safety practices

In this course, you will perfect the art of creating tantalising dishes and gain an in-depth understanding of how to plan and cost menus effectively. You'll master the nuances of catering for special dietary needs, ensuring a diverse and inclusive dining experience for all customers. Moreover, our state-of-the-art food safety practices will help you maintain the highest hygiene standards in your kitchen.

This course is the ideal choice for individuals who are passionate about advancing their career in the culinary world. Elevate your hospitality career to new heights with our Certificate IV in Kitchen Management!



COURSE CODE SIT40521



QUALIFICATION

Certificate IV in Kitchen Management



DELIVERY MODE

Workplace: Traineeship Workplace: Non-traineeship



COURSE DURATION
18 to 36 months



CERTIFICATE IV IN LEADERSHIP & MANAGEMENT

HAMALA

DEVELOP LEADERSHIP SKILLS FOR YOUR FUTURE

BSB40520 - Certificate IV In Leadership & Management

The Certificate IV in Leadership & Management qualification is designed for developing and emerging leaders across various industries.

This qualification equips you with the skills to lead, guide, and support your team while managing your own performance. You'll learn to apply solutions to a range of predictable and unpredictable problems, and make informed decisions by analyzing and evaluating information from diverse sources.

This course prepares you for roles such as:

- · team leader
- supervisor
- line manager

This will provide you with a solid foundation for success in management and senior supervisory positions. So, whether you're looking to advance in your current role or step into a new leadership position, this qualification offers the knowledge and skills needed to excel in a dynamic business environment.





COURSE CODE BSB40520



QUALIFICATION

Certificate IV in Leadership and Management



DELIVERY MODE

Workplace: Traineeship Workplace: Non-traineeship Online: Self-paced



COURSE DURATION 12 to 24 months





BSB30120 - Certificate III in Business

The Certificate III in Business reflects the diverse roles of individuals across various industry sectors. It equips you with a broad range of competencies, allowing you to apply discretion, judgment, and relevant theoretical knowledge in your work. This qualification is ideal for those who may provide technical advice and support to a team.

This qualification opens doors to administrative roles in any business environment. Possible job titles include:

- Administration Officer
- Customer Service Advisor
- Data Entry Operator
- General Clerk
- Receptionist
- Typist
- Word Processing Operator

Embark on your journey to a successful career with a Certificate III in Business.



COURSE CODE BSB30120



QUALIFICATIONCertificate III in Business



DELIVERY MODE

Workplace: Traineeship Workplace: Non-traineeship Online: Self-paced



COURSE DURATION 12 to 24 months





SIT50422 - Diploma of Hospitality Management

Our Diploma of Hospitality Management course offers an intensive training program designed to hone your culinary and managerial skills. This program includes comprehensive training in:

- Advanced culinary techniques
- Menu planning and costing
- · Special dietary management
- Cutting-edge food safety practices

Along with perfecting the art of creating tantalising dishes, you'll develop an in-depth understanding of planning menus effectively. You'll master the nuances of catering for special dietary needs, ensuring a diverse and inclusive dining experience for all customers, all while bringing the highest hygiene standards to your kitchen.

Coupled with strong emphasis on operational management, staff supervision, and customer service, this program equips you with all the tools you need to excel in your kitchen management career.

This course is the ideal choice for individuals who are passionate about advancing their career in the culinary world. Elevate your hospitality career to new heights with our Diploma of Hospitality Management.



COURSE CODE

SIT50422



CRICOS COURSE CODE

115534C



QUALIFICATION

Diploma of Hospitality Management



DELIVERY MODE

Campus & Workplace



COURSE DURATION

102 Weeks (including Holiday Periods)



INTERNATIONAL



SIT50422 - Diploma of Hospitality Management

Our Diploma of Hospitality Management offer is an industry leading program, designed to hone your culinary and managerial skills. Key takeouts are:

- Advanced culinary techniques
- Menu planning and costing
- Leadership and Management

Elevate your hospitality career to new heights with our Diploma of Hospitality Management.

Discover Complete Hospitality Training, a trusted institution located in the heart of Melbourne CBD, with over 50 years of excellence. We have proudly trained hundreds of thousands of students, earning the trust of the industry for training their staff. Our commitment to quality education and genuine care for our learners ensures that you receive the best training experience.

Join us and become part of a legacy of hospitality professionals.



COURSE CODE SIT50422



CRICOS COURSE CODE 115534C



QUALIFICATIONDiploma of Hospitality
Management



DELIVERY MODECampus & Workplace



COURSE DURATION 102 Weeks (including Holiday Periods)



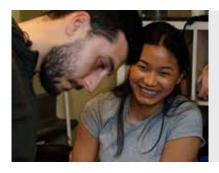
INTERNATIONAL

WHAT OUR STUDENTS SAY ABOUT US



What a pro!

Sam trained us for Barista Master Class and it was an amazing experience! He pushes you to be on your best all the time and at the same time make coffee like a pro! Thanks Sam!



WONDERFUL WONDERFUL

Trainer amazing and very helpful. Customer service to get in touch with (if in any case goes wrong) above and beyond AMAZING. Very glad I choose this training academy to have done this course. I recommend this training facility 100 percent.



Great Trainer!

I took the Barista Master Class and it was a really great experience for me. Sam was a proficient instructor and the classes were very entertaining and engaging. By the end of the course, I was surprised at myself having learnt everything better than I expected.



Class was so fun.

I completed my Bartending (Foundation) course and RSA with Stuart. He is such an amazing trainer. Clearly he has an extensive experience in bartending. His class was beyond fun! Thank you Complete Hospitality Training for the awesome learning!

CONSISTENT 5-STAR GOOGLE REVIEWS

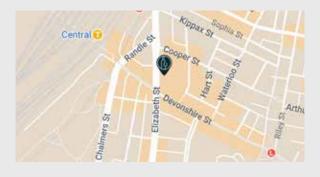
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CHT HAS A NATIONAL FOOTPRINT



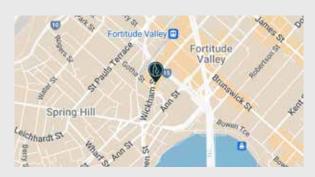
MELBOURNE HEAD OFFICE

Level 3, 28 Elizabeth Street Melbourne VIC 3000 Ph: (03) 9654 1554



SYDNEY CAMPUS

Suite 103, 410 Elizabeth Street Surry Hills NSW 2010 Ph: (02) 9053 7270

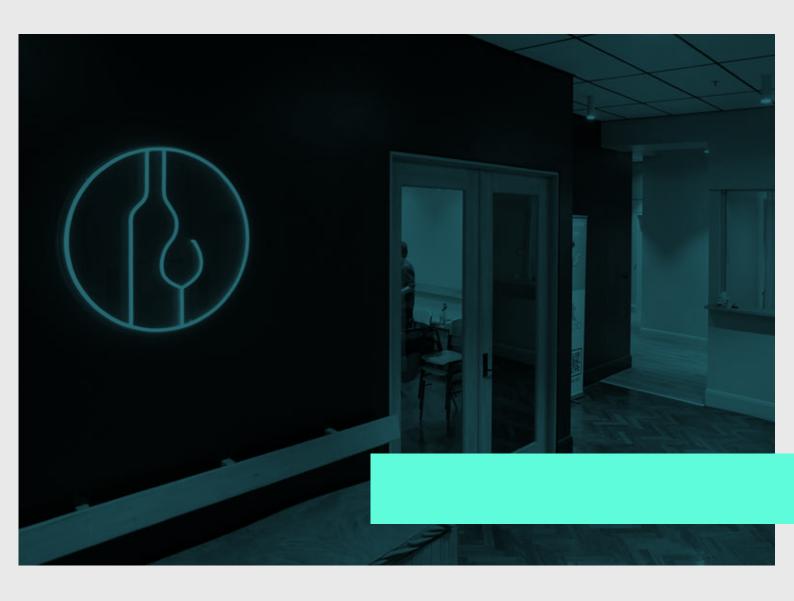


BRISBANE CAMPUS

Shop 18, 115 Wickham Street Fortitude Valley QLD 4006 Ph: (07) 3166 8417

THANK YOU

If you have any further enquires please contact our friendly staff





Complete Hospitality Training

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