



The heart of secondary education for Lismore

THE RIVERS
SECONDARY COLLEGE

Assessment Task Notification

**RICHMOND RIVER HIGH
CAMPUS**

Task Number	2	Task Name	Task 2 – Service Please
Course	Hospitality	Faculty	TAS
Teacher	L. Godden	Head Teacher	L. Godden
Issue date	Monday 19th June 2025 Week 4, Term 4	Due date	Friday 26 th September, Week 10, Term 3, 2025
Focus (Topic)	Service Please	Task Weighting	N/A

Outcomes/Units of Competency

SITXCOM007 Show social and cultural sensitivity
SITXCCS011 Interact with customers

Task description

Students must complete all requirements for Task 2 within Evidence Central to be considered competent in the above two competencies.

Section 1 – Written Questions (TASK 2: Mandatory Quizzes on Evidence Central)

- Assessment Task 2, Section 1, Knowledge Quiz 1 & 2 Mandatory quizzes in Evidence Central
- **To be completed in class before the start of Week 10, Term 2 2025**

Section 2 – Direct Observation Customer Complaint Simulations Tuesday 10th June, Week 7, Term 2

- Part A: Customer Complaint
- Part B: International Complaint
- Part C: Diverse Customer Complaint

Customer simulations direct observations will take place in class on Tuesday 10th June, Week 7, Term 2 2025.

- **If you are absent for these Direct Observation Simulations it will be your responsibility to organize a time to catch these up.**

All information and documentation for the customer simulations will be provided to you on the day of the Direct observation simulations.