

Level 2 Certificate in

Understanding Excellence in Customer Service for Hospitality

The aim of the qualification is to develop a learner's knowledge and understanding of excellence in customer service for the hospitality sector.

Unit 1 - Principles of customer service in the hospitality sector.

- Understand customer needs and expectations in the hospitality sector.
- Understand how to communicate effectively with customers in the hospitality sector.
- Understand how to respond to customer complaints and feedback in the hospitality sector.
- Know how policies and procedures contribute to effective customer service in the hospitality sector.

Unit 2 - Understand effective teamwork in the hospitality sector.

- Understand the importance of effective teamwork in the hospitality sector.
- Know how effective teamwork supports customer service in the hospitality sector.
- Understand how to improve personal performance.

Unit 3 - Understand legislation and guidance relevant to the hospitality sector.

- Know the importance of maintaining food hygiene and safety.
- Know about food allergy and intolerance requirements.
- Understand how legal and ethical requirements affect customer service delivery in the hospitality sector.

Unit 4 - Understand professional personal standards in the hospitality sector.

- Understand the importance of professional personal appearance in the hospitality sector.
- Understand how own behaviour can impact customers.



We are currently able to provide distance learning courses without any cost to the individual learner. However due to the limited funding we have at our disposal that provision may be limited to one course per person per financial year.