

LEVEL 2 CERTIFICATE IN UNDERSTANDING EXCELLENCE IN CUSTOMER SERVICE FOR HOSPITALITY



The French word 'hospice' has been adapted to form the word 'hospitality' that means taking care of the travellers. It still carries the same inherent meaning of care.

Customer service is key to the hospitality industry. It is the service that can make or break a hospitality business. The expectations of customers are changing, and demands are getting higher. You will learn about the changing needs of customers and how to provide excellent customer care as well the importance of legislation and how to follow these.

COURSE CONTENT

This qualification is designed for learners who are looking to enter, or progress within, employment in the hospitality sector. It will enable learners to develop knowledge and understanding of excellence in customer service for the hospitality sector. You will gain a good understanding of how to communicate with customers, develop team working within the hospitality sector, and gain a good knowledge of the legislation and regulations relating to customer service within hospitality. It also covers:

- The cultural factor that can affect customer expectations, and the importance of anticipating and responding to different cultural needs.
- Different communication styles, and techniques that can be used to put customers at ease and how to gain their trust.
- How to deal with customer complaints, and how to pass responsibility to colleagues when appropriate.
- When and how to collect customer feedback and how to use it to prevent problems occurring in the future.
- How a team's goals impact on the roles and responsibilities of individual team members.
- The benefit of taking part in personal development activities and having a personal development plan.
- Food hygiene and safety legislation, and the importance of following this, as well as the consequences of poor food hygiene and safety.
- Difference between food allergy and food intolerance, and the legislation relating to these.

HOW IS THE COURSE DELIVERED?

Alongside the learning materials, learners will have the support of a knowledgeable assessor/tutor who will give them advice and guidance on the course content as well as providing robust feedback on the work they complete. This course is usually delivered over a period of **10 weeks**.

UNITS

- Principles of customer service in the hospitality sector.
- Understand effective teamwork in the hospitality sector.
- Understand legislation and guidance relevant to the hospitality sector.
- Understand professional personal standards in the hospitality sector.

ELIGIBILITY CRITERIA

To be considered for this course you must:

- Be aged 19+
- Live in Newcastle, Northumberland or North Tyneside
- Not currently be on any other funded programme or an apprenticeship
- Have lived in the EU for at least 3 years
- Not have already completed the course
- Live in an eligible area – postcode will be checked when you apply

For more information:

Call: **0800 101 7101**

Email: **info@keytraining.co.uk**

AVAILABLE FULLY FUNDED

