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# UNDERSTANDING EXCELLENCE IN CUSTOMER SERVICE FOR HOSPITALITY



Aged 19+ (born  
before 01/09/1999)



Lived in the EU  
for 3 years



Available  
fully funded

In the hospitality sector, staff are often the forefront of the business and first impressions are vital. It is therefore important that those working in hospitality are highly professional. Understanding how to communicate effectively, the importance of teamwork and the importance of maintaining food hygiene is essential for staff in these roles.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Know about food allergy and intolerance requirements
- Learn at a time that suits you without the need to attend college

## What you will learn

- 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