

Course Information Sheet

Award Customer Service in Hospitality Level 1



FE15E41A

Venue 📍 Plymouth Central Library	Start Date	17 Oct 2024 09:30
	End Date	18 Oct 2024 15:30
	Fee	Full fee £83 Concession £0
	Materials	£0

[OCSW FE15E41A Customer Service in Hospitality \(oncoursesouthwest.co.uk\)](https://oncoursesouthwest.co.uk)

Learn the art of hospitality customer service excellence in just 2 days! This Level 1 qualification equips you with the skills to provide exceptional service, create memorable guest experiences, and thrive in a hospitality setting.

Course Description:

This intensive two-day program is designed for those with no prior experience in hospitality customer service. Through a blend of interactive activities, discussions, and practical exercises tailored to the hospitality sector, you'll gain a strong foundation in the key principles of providing outstanding service to guests. You'll learn how to effectively communicate with guests, handle enquiries and complaints professionally, and build strong relationships that contribute to a positive and successful hospitality experience.

What will I learn?

- **Day 1:**
 - The role of customer service in the hospitality industry.
 - The qualities and attributes of a successful hospitality customer service representative.
 - Effective communication skills for interacting with guests in a hospitality setting.
 - Techniques for handling guest enquiries and resolving complaints specific to hospitality situations.
 - Hospitality product knowledge and customer service best practices relevant to the industry.
- **Day 2:**
 - Identifying and exceeding guest expectations in a hospitality environment.
 - Dealing with challenging guest interactions and conflict resolution in hospitality settings.
 - Hospitality customer service policies and procedures.
 - Using technology to enhance the guest experience in hospitality.

How will I be assessed?

- Formative assessment will be ongoing throughout the course through participation in discussions, group activities, role-plays simulating hospitality scenarios, and product knowledge quizzes.

- Summative assessment will involve a written exam testing your understanding of hospitality customer service principles and a practical customer service scenario role-play set in a hospitality environment.

Who is this course for?

This course is ideal for:

- Individuals with no prior experience in hospitality customer service seeking to enter the field.
- Those currently working in hospitality who want to develop their customer service skills and gain a formal qualification.
- Anyone interested in a career in hospitality and wants to build a strong foundation in customer service.

Progression Opportunities:

Upon successful completion of this course, you can progress to:

- Award in Customer Service in Hospitality Level 2
- Diploma in Hospitality Operations (focusing on Customer Service)
- A range of hospitality specific apprenticeships

Career or Job Enhancement Pathways:

This course can be a stepping stone to a variety of careers in hospitality customer service, including:

- Hotel Receptionist
- Restaurant Server
- Barista
- Guest Service Representative (Hotel/Resort)
- Event Staff

How do I enrol?

To apply for this course online at www.oucoursesouthwest.co.uk and simply click on the 'How to Enrol' button and complete the Enrolment Form and one of our customer service team will be in touch or call to speak to one of our friendly Learning Advisors on 01752 660713. You will be invited to undertake an initial assessment to ascertain your levels of English and maths prior to entry on this course of study.

How will the course be delivered?

This is a practical course, and the sessions will include tutor-led demonstrations, learner-led group activities, instruction and repetition. These will form part of the delivery together with one-to-one support as required.

Will I need to practise outside the classroom?

You will be encouraged to review your notes between lessons to ensure maximum benefit from your course. It is always useful to practise your skills between sessions. Your tutor may encourage home learning, or independent research.

How will I know I'm making progress?

During the first session, your tutor will discuss your goals and current level in relation to the course. Based on this assessment, you will agree individual targets which you will record in your individual learning plan (ILP). You and your tutor will review your targets regularly to ensure that you are making progress; these will be written in your individual learning plan.

What will I need?

Please bring a notepad, and pen to each session. You may wish to bring a file for any handouts. A laptop with internet access is required for completion of coursework and home learning outside of the classroom.

Please note:

Most courses attract a subsidy from the Education and Skills Funding Agency (ESFA). It is a requirement of the ESFA that you complete various forms at different stages of your course, further information is available on request. Courses are subject to a minimum number of enrolments and could be cancelled if recruitment is low. In some cases, an alternative class at a different location may be offered.

Terms and conditions are available at

<https://www.onscoursesouthwest.co.uk/learner-information/essential-information-for-every-learner>

Room numbers are subject to change - please check when you arrive at the venue.

