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 Refresh your career or learn a new skill with one of our vibrant short courses!

Understanding Excellence In Customer Service For Hospitality

Level 2 NCFE/CACHE

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.

Course Content

Unit 1 – Principles of Customer Service in the Hospitality Sector

Unit 2 – Understand Effective Teamwork in the Hospitality Sector

Unit 3 – Understand Legislation and Guidance Relevant to the Hospitality Sector

Unit 4 – Understand Professional Personal Standards in the Hospitality Sector

Each unit contains activities and assessments designed to cover the specific learning outcomes.

Interested? Let's talk!



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