Understanding Excellence in Customer Service for Hospitality - Level 2

On demand
Study Mode: Online / Location: Offsite

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This course has been designed to give you an understanding of how to deliver customer service excellence in the hospitality sector.

You will learn about communicating with customers, the importance of teamwork, professional standards and personal development, and the legislation and regulations relating to customer service delivery in the hospitality sector.

ENTRY REQUIREMENTS

You will need to be:

- aged 19 or older on 31 August in the year you wish to study
- be eligible to study in the UK, with 'in-date' evidence that shows that you will be resident in the UK for the duration of the course **and** not currently studying an apprenticeship programme

You will also need access to a computer (laptop or desktop), and a stable internet connection, to access our interactive online learning platform.

ASSESSMENT METHOD

You will complete an online portfolio of evidence which will include written tasks and essay style questions. You will be assigned an assessor, who will mark your work and provide written feedback.

STUDY METHODS

This knowledge course is taught using our interactive online learning platform, which is available at all times so you can choose when and where you want to study.