

Access to H.E. National Programme Unit



Unit Title	Customer Service in Hospitality		
Graded Unit Code:	GA33HOS02	Ungraded Unit Code:	UA33HOS02
Pathway(s)	Hospitality, Leisure and Tourism		
Module(s)	Hospitality Management		
Level	3	Credit Value	3
Valid from:	1 st August 2019	Valid to:	31 st July 2024

The following QAA grade descriptors must be applied if you are delivering the graded version of this unit:

1	Understanding of the subject
2	Application of knowledge
4	Use of information
7	Quality

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the needs of customers within a hospitality business setting	1.1 Identify motivating factors of customers within a hospitality business setting
	1.2 Analyse advice, information, security and sales requirements of customers
	1.3 Evaluate the potential negative impact of poor Customer Service in relation to: <ul style="list-style-type: none"> a) The individual's experience b) Colleagues c) The business
	1.4 Identify the skills, attitudes and behaviours needed to effectively meet customer's needs

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LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
2 Understand policies and procedures that support effective Customer Service in the hospitality sector	2.1 Identify key policies and procedures that support effective Customer Service
	2.2 Evaluate how key objectives of effective Customer Service and relevant policies and procedures are put into practice
	2.3 Analyse how contemporary issues may shape the hospitality industry in the future