

## Access to Higher Education Unit

This unit forms part of an Access to HE Diploma. If delivering the graded version of this unit, please refer to the Provider Handbook for details on grading descriptors and the application of these across units within your programme.

**Unit Title:** Customer Service in Hospitality

**Graded Unit Reference Number:** GA33HOS02

**Ungraded Unit Reference Number:** UA33HOS02

**Module:** Hospitality Management

**Level:** Three (3)

**Credit Value:** Three (3)

**Minimum Guided Learning Hours:** 30

Learning Outcome (The Learner will):	Assessment Criterion (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"> <li>a) The individual's experience</li> <li>b) Colleagues</li> <li>c) The business</li> </ul>
	1.4 Identify the skills, attitudes and behaviours needed to effectively meet customer's needs
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