Changing lives through learning

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Customer Service in the Hospitality Industry

Unit Reference Number: H/615/0289

Level: Level One (1)

Credit Value: Three (3)

Minimum Guided Learning Hours: 20

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know the benefits of good customer service	1.1 Outline what good customer service is
	1.2 State the benefits of good customer service
	1.3 Give examples of good service for different customer service groups
2. Be able to communicate with customers in the hospitality environment	2.1 Identify the benefits of good communication
	2.2 State how to deal with routine customer needs
	2.3 Communicate positively in a hospitality environment (to include verbal and non-verbal communication)
3. Know the importance of good personal presentation	3.1 Outline the importance of good personal hygiene and presentation in a hospitality environment
	3.2 Identify different dress codes for roles in a hospitality environment

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