

Open Awards Qualification Unit



This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Working in Hospitality
Unit Reference Number:	H/615/5718
Level:	Entry 1
Credit Value:	2
Minimum GLH:	20

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know about personal presentation when working in hospitality	1.1 Indicate the importance of good personal presentation when working in hospitality
2. Be able to communicate with others in a hospitality work place	2.1 Indicate why customer service is important when working in hospitality
	2.2 Indicate how to respond to queries
	2.3 Indicate a person to refer a query to when working in hospitality
	2.4 Indicate a person to refer a complaint to when working in hospitality
	2.5 Indicate who to go to for support when working in hospitality
3. Know about safety rules when working in hospitality	3.1 Follow health and safety rules when working in hospitality
	3.2 Participate in fire procedures in a hospitality work place