

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Guest Services in the Hospitality Industry

Unit Reference Number: F/615/6522

Level: Entry Level Three (3)

Credit Value: Two (2)

Minimum Guided Learning Hours: 30

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to work as part of the guest services team	1.1 Identify different guest services
	1.2 State how to work well as part of a guest services team
	1.3 Follow instructions for the preparation of guest services, transporting materials, equipment and linen
	1.4 Follow instructions to service public areas, bedrooms, bathrooms/washrooms
2. Be able to communicate with customers	2.1 Respond to customer queries politely
	2.2 Refer queries to the correct person