



CACHE LEVEL 2

CUSTOMER SERVICE FOR HOSPITALITY





The Course

In the hospitality sector, staff are often the forefront of the business and first impressions are vital. It is therefore important that those working in hospitality are highly professional. Understanding how to communicate effectively, the importance of teamwork and the importance of maintaining food hygiene is essential for staff in these roles.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Know about food allergy and intolerance requirements
- Learn at a time that suits you without the need to attend college

What you will learn

- Principles of Customer Service in the Hospitality Sector
- Understand Effective Teamwork in the Hospitality Sector
- Understand Legislation and Guidance Relevant to the Hospitality Sector
- Understand Professional Personal Standards in the Hospitality Sector



Lived in the EU
for **3 years**



Aged 19+ at the
beginning of the
academic year



You could study
this course
for FREE!



Online
paper-based
delivery

How to Sign Up

Learners may be eligible for funding which means the course won't cost a thing to complete (subject to eligibility). There is a £125 cancellation fee if a learner enrolls and fails to complete or withdraws early from the course. This fee is to cover administration costs. We may be able to offer extensions if learners are unable to meet the set submission deadline. Please read the declaration on the enrolment form carefully before signing up.

What happens after enrolment?

1. Submit your enrolment form and get instant access to begin your course
2. We'll process your funding application, and a tutor will be assigned to support you through your course
3. Receive text reminders when your work is due
4. Your work will be marked and returned to you within 7 days
5. Once you've submitted your work, we'll apply for your certificate

How learners use this course

This Level 2 Course in Understanding Excellence in Customer Service for Hospitality, could lead to careers in Hospitality and Catering, for example;

- **Health Service Manager**
(£31,365 to £104,927)
- **Counter Service Assistant**
(£12,000 to (£19,000)
- **Hotel Receptionist**
(£14,000 to £22,000)





It was a great course...

It was a great course and I felt the information was easy to understand, well displayed and my tutor/assessor was full of information and encouraging feedback.

Date of experience: June 2022



A great opportunity to complete a free course...

A great opportunity to complete a free course during my maternity leave. Very supportive tutor and telephone operators.

Date of experience: June 2022



The tutor was always quick to respond...

The tutor was always quick to respond to any questions I had always helpful. I never felt under pressure and it was great to study at a steady pace. I enjoyed this so much that I am ready to enrol on another course!!

Date of experience: June 2022






Amazing online course...

Fantastic support throughout the course. Learnt so much and well worth doing. Will make my job a lot easier and understand as much as I can what people with Dementia go through on a daily basis.

Date of experience: June 2022



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TRANSFORMING LIVES THROUGH LEARNING.