

NCFE Level 2 Certificate in Understanding Excellence in Customer Service for Hospitality



Objectives

- ◆ 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

Topics/Content outline

1. Identify different customer types .
2. Explain how cultural factors can affect customers' expectations .
3. Outline the benefits of effective team working .
4. Identify goals for own development .
5. Outline food hygiene and safety legislation .
6. Identify a business' needs and objectives.
7. Describe how health and safety legislation helps to keep customers safe.
8. Explain the possible consequences of not complying with legislation.
9. Outline how interaction with other team members can impact customers.

Target Audience

Duration

125 hrs :Total Qualification time TQT

Price

500 BD

Preparation for Life and Work

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