

Unit Title: Customer Service In The Hospitality Industry
Unit Level: Level 1
Unit Credit Value: 3
GLH: 20
LASER Unit Code: WJC321
Ofqual Unit Code: D/506/0810

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		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 services for different customer groups within the industry.
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 hospitality environment.

Assessment Guidance:

NA

Additional Information:

NA