

**Unit Title:** Customer Service In The Hospitality  
**Industry**  
**Unit Level:** Entry 3  
**Unit Credit Value:** 1  
**GLH:** 10  
**LASER Unit Code:** WJC529  
**Ofqual Unit Code:** K/506/0809

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know the importance of good customer service.	1.1	State why good customer service is important.
2.	Be able to communicate with customers.	2.1	Communicate positively in routine situations (to include verbal and non-verbal).
3.	Know the importance of good personal presentation.	3.1	Give examples of good personal presentation.
		3.2	Present self appropriately to serve customers.

**Assessment Guidance:**

NA

**Additional Information:**

NA