

Unit Title: Guest Services In The Hospitality
Industry: Hospitality
Unit Level: Entry 3
Unit Credit Value: 1
GLH: 10
LASER Unit Code: WJC746
Ofqual Unit Code: T/506/0814

This unit has 2 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know how 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.
2.	Be able to communicate appropriately with customers.	2.1	Respond to customer queries politely.
		2.2	Refer queries to the correct person.

Assessment Guidance:

NA

Additional Information:

NA
