

Unit Title: Customer Service In The Hospitality
Industry: Industry
Unit Level: Level 1
Unit Credit Value: 3
GLH: 20
LASER Unit Code: WJD367
Ofqual Unit Code: A/504/9393

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know the benefits of good customer service in the hospitality industry.	1.1	Outline what good customer service is.
		1.2	State the benefits of good customer service.
		1.3	Give examples of good customer service 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.
3.	Know the importance of good personal presentation in the hospitality industry.	3.1	Outline the importance of good personal hygiene and presentation in a hospitality environment.
		3.2	Identify different dress codes for roles in a hospitality environment.

Assessment Guidance:

NA

Additional Information:

NA