

**Unit Title:** Working In Hospitality  
**Unit Level:** Entry 2  
**Unit Credit Value:** 2  
**GLH:** 20  
**LASER Unit Code:** WJB353  
**Ofqual Unit Code:** R/504/1462

This unit has 5 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know safety rules when working in hospitality.	1.1	State health and safety rules when working in hospitality.
		1.2	Maintain the safety of self and others when working in hospitality.
		1.3	Identify fire procedures in a hospitality work place.
2.	Know the importance of good personal presentation when working in hospitality.	2.1	State the importance of good personal presentation when working in hospitality.
3.	Know the importance of good customer service when working in hospitality.	3.1	State why customer service is important when working in hospitality.
4.	Be able to use good customer service when working in hospitality.	4.1	Demonstrate good customer service when working in hospitality, with support.
5.	Be able to communicate with others when working in hospitality.	5.1	Respond to queries politely when working in hospitality.
		5.2	Identify a person to refer a query to in a hospitality work place.
		5.3	Identify a person to refer a complaint to in a hospitality work place.

**Assessment Guidance:**

NA

**Additional Information:**

NA