



NCFE Level 2 Certificate in Understanding Excellence in Customer Service for Hospitality

North Tyneside Council

Enrolment Requirements	For more information or to apply ring (0191 643 2288) or to apply online go to: https://skillsnorthtyneside.org.uk/
<p>This qualification is designed for learners who are looking to enter, or progress within, employment in the hospitality sector. It will enable learners to develop knowledge and understanding of excellence in customer service for the hospitality sector</p> <p>Learners must be aged 19 and over.</p> <p>Please note whilst the course is free, there is a £50 withdrawal fee if you chose to withdraw from the course.</p>	

What will I learn on this course?
<p>To be awarded the NCFE Level 2 Certificate in Understanding Excellence in Customer Service for Hospitality, learners are required to successfully complete 4 mandatory units. Learners will develop an understanding of:</p> <ul style="list-style-type: none"> • communicating with customers in the hospitality sector • teamwork in the hospitality sector • professional standards and personal development • Legislation and regulations relating to customer service delivery in the hospitality sector.

Assessment	Awarding body: CACHE
<p>This course is delivered via distance learning. You will receive your own study pack, alongside a dedicated tutor who you can contact throughout your studies. Your study packs comprise a set of high quality knowledge workbooks that are designed to help you learn independently through a range of reflective activities. You will also receive assessment booklets in which you can document and demonstrate your achievement of the associated learning outcomes.</p>	

Course Length	Attendance
Up to 20 weeks	N/A

What could I do next?
<p>Other Distance Learning Programmes such as:</p> <ul style="list-style-type: none"> - NCFE CACHE Level 2 Certificate Equality & Diversity - Level 2 Certificate in Nutrition and Health - Level 2 Food Hygiene