

# NCFE Level 2 Certificate in Customer Service for Hospitality

<b>Accreditation</b>	NCFE
<b>Course duration</b>	3 months blended learning
<b>Certificate valid for</b>	Never expires

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## Who should attend

The NCFE Level 2 Certificate in Understanding Excellence in Customer Service for Hospitality is eligible for European Social Funding and is designed for learners who wish to gain an understanding of how to deliver customer service excellence in the hospitality sector.

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## Course information

### Course Overview

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.

### Course Objectives

This qualification will enable learners to develop an understanding of:

- 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

### Course Units

1. Principles of customer service in the hospitality sector
  2. Understand effective teamwork in the hospitality sector
  3. Understand legislation and guidance relevant to the hospitality sector
  4. Understand professional personal standards in the hospitality sector
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## Assessment

To be awarded the Level 2 Certificate in Understanding Excellence in Customer Service for Hospitality, learners are required to successfully complete 4 mandatory units.

Assessment involves a blended delivery approach - This is a mixture of face-to-face and remote sessions with a qualified assessor.

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## Certification

Delegates will be awarded the NCFE Level 2 Certificate in Understanding Excellence in Customer Service for Hospitality.

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## More details

### Progression Opportunities

Learners who achieve this qualification could progress to:

- Hospitality/catering apprenticeships
- Level 3 Award in Hospitality Supervision and Leadership Principles
- Level 3 NVQ Diploma in Hospitality Supervision and Leadership
- Level 3 Certificate in Retail Knowledge
- Level 3 Certificate in Professional Development for Hospitality and Tourism
- Level 3 Certificate In Hospitality Retail Outlet Management
- Level 3 Diploma in Hospitality

### Funding and Support

We are able to offer this course fully funded through The Adult Education Budget (AEB) and European Social Funding (ESF) - subject to eligibility. Please contact us to find out more about eligibility, along with the course dates we have running in various locations around the UK.