

Level 2 Certificate in Understanding Excellence in Customer Service for Hospitality (Online)

Dates:

Locations:

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. 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.

Entry Requirements

In order to undertake this course, you must have English at Level 1. You will need to know how to use and have access to an electrical device such as; a computer, laptop or tablet due to the delivery of the course being all online.

What topics does the course cover?

To be awarded the Level 2 Certificate in Understanding Excellence in Customer Service for Hospitality, learners are required to successfully complete 4 mandatory units. Unit 01 Principles of customer service in the hospitality sector Unit 02 Understand effective teamwork in the hospitality sector Unit 03 Understand legislation and guidance relevant to the hospitality sector Unit 04 Understand professional personal standards in the hospitality sector While completing this qualification, learners may develop the knowledge, understanding and essential skills employers look for in employees. These range from familiar 'key skills', such as team working, independent learning and problem solving, to more tricky-to-measure skills, such as:

- an appreciation for appropriate behaviour and dress
- appropriate interpersonal skills
- communicating with professional colleagues/peers and/or hierarchical seniors
- supporting other aspiring employees
- personal manners and deportment
- understanding work practices and how different roles and departments function within an organisation.

How will I be taught and assessed?

You will be provided with online learning materials which covers all aspects of your course and you will be required to complete assessments for each of the units within the course and submit these by the deadline dates provided at induction. You will be allocated an assessor at the start of your course, and they will support you to ensure you have a successful outcome. IT skills will be developed throughout your course and basic English skills will be assessed and discussed on an ongoing basis.

Are there any other costs or equipment I need to get?

The course is free if you meet the eligibility criteria. In order to be eligible for funding, you must be an ordinarily resident in England and be aged 19 or older on 31 August 2026. You will need internet access so that you can respond to email and a digital device that will enable you to type your answers into a web-based platform.

By the end of the course what should I be able to do?

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What are the progression opportunities following this course?

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