

Catering and Hospitality

Hospitality: Understanding Excellence in Customer Service Level 2 Certificate Part-time Online

In Brief

Start Date

This course has various start dates.

Entry Requirements

No prior qualifications are required to study this qualification.

You will achieve

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

Course Overview

In the hospitality sector, staff are often the forefront of the business. When you're working in hospitality, it's important to make sure you give customers a great first impression. This online course will help you brush up on essential skills for hospitality, including how to communicate effectively, the importance of teamwork and the importance of maintaining food hygiene. You will also learn about legislation and guidance you need to know when working in this sector, as well as the professional personal standards you will need to maintain.

Course Content

The areas of study are:

- Principles of Customer Service in the Hospitality Sector
- Understanding Effective Teamwork in the Hospitality Sector
- Understanding Legislation and Guidance Relevant to the Hospitality Sector
- Understanding Professional Personal Standards in the Hospitality Sector

How will I be assessed?

Units are assessed online, via reflective reviews and short answer questions.

What Equipment Will I Need?

You will need to have access to a laptop or computer.

Where will I study?

You will study online and will have access to a team member weekly.

What can I do next?

On successful completion of this programme, the qualification will enhance your prospects for employment within areas of the hospitality. The knowledge and skills you acquire could provide the foundations for a job within hospitality and tourism. Alternatively, you could study another of our part-time Catering and Hospitality courses, including Level 2 Barista Skills or Level 2 Award in Food Allergy Awareness. [<https://www.barnsley.ac.uk/course/food-allergy-awareness-level-2-award-part-time/>]

How much does the course cost?

Cost: £362 (Funding is available).

Extra information

Full Fee Payable

If the course is listed as full fee payable, you will have to pay for the course.

Contact the Information Unit

For further information please contact our friendly Information Team on +44 (0)1226 216 123 or email info@barnsley.ac.uk [<mailto:info@barnsley.ac.uk>]

Want to join Barnsley Sports Academy and the Sports Village?

Barnsley College has a range of sports opportunities for all students to take part in, gain professional training and compete nationally and internationally. We also have a state-of-the-art fitness village, Honeywell Sports Village [<https://www.barnsley.ac.uk/shops-services/honeywell-sports-village/>] where students can make use of our fitness suite, spinning studio and classes for competitive rates. You don't have to be studying sport to get involved in the Sports Academy [<https://www.barnsley.ac.uk/our-departments/sport/sports-academy/>].

Additional Learning Support

Our Additional Learning Support team can provide you with the support you need. Please contact them on +44 (0)1226 216 769.

Disclaimer

Please note we reserve the right to change details without notice. We apologise for any inconvenience this may cause.

Last updated: 13th December 2022

Want to apply?

Visit <https://www.barnsley.ac.uk/apply> to get started

Call us on **01226 216 123**