

Level 2 Certificate | Hospitality and Customer Service

 www.elatt.org.uk/courses/hospitality-customer-service

ADULT COURSES

 **12 - 16 Weeks**
DURATION

 **3 - 6 Hours**
HOURS PER WEEK

 **9.30am - 4.30pm**
DAYTIME HOURS

 **Online**
ENVIRONMENT

What you will learn

You will build practical knowledge and workplace skills across the main areas of hospitality, with a focus on customer-facing roles and professional service standards.

Topics you will cover:

- ▶ Customer service skills, including how to handle guest requests, manage expectations and resolve complaints professionally.
- ▶ Communication skills and professional behaviour in a hospitality workplace.
- ▶ Restaurant and food service operations, including service standards and presentation.
- ▶ Bar and beverage service.
- ▶ Housekeeping procedures, room servicing and cleaning standards.
- ▶ Reception, reservations, and guest check-in and check-out procedures.
- ▶ Concierge and guest support services.

A work placement is recommended to help you build real-world confidence in your chosen area.

Entry Requirements

You do not need formal qualifications to join this course.

- ▶ A Level 1 qualification in hospitality, ESOL, or an equivalent qualification is helpful but not essential.
- ▶ Basic literacy, numeracy, and IT skills.
- ▶ A willingness to develop practical workplace skills.
- ▶ Commitment to completing coursework and, where applicable, a placement.

Qualifications you will earn

Awarding Body:

- ▶ Confederation of Tourism and Hospitality (CTH)

Qualifications:

- ▶ Confederation of Tourism and Hospitality (CTH) Level 2 Certificate in Hospitality Practice