



Essential Skills to Work in Hospitality

The objective of this course is to prepare participants for employment and support those new to the hospitality sector in developing their knowledge, ultimately leading to the achievement of relevant qualifications.

The qualifications provide participants with the knowledge and understanding of hospitality for those who interact, or intend to interact, with customers daily as part of their job role. The qualifications are applicable to a variety of work environments and covers topics such as delivery of effective customer service and supporting the customer service environment.

Units Covered:

- Intro to the hospitality industry:
 - Understand career opportunities in the industry
 - Understand the structure of the hospitality industry
- Health and safety awareness in catering
- Developing effective team member skills & developing yourself as an effective team member
- Understand how customer needs and expectations are formed
- Understand principles of responding to customers problems or complaints
- Apply the practical skills required to deliver effective customer service

Qualifications:

- L2 Food Safety & Hygiene Training
- Fire warden training
- L2 Manual Handling
- CIEH L2 H&S in the Workplace
- Customer Service Skills L1



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