

# Qualification factsheet

## Qualification overview

<b>Qualification title</b>	NCFE Level 2 Certificate in Understanding Excellence in Customer Service for Hospitality		
<b>Qualification number (QN)</b>	603/2778/9		
<b>Total qualification time (TQT):</b>	155	<b>Guided learning hours (GL)</b>	125
<b>Entry requirements:</b>	There are no specific recommended prior learning requirements for this qualification. However, learners may find it helpful if they've already achieved a Level 1 qualification.  This qualification is suitable for learners aged pre16 and above.		

## About this qualification

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 customer service excellence for the hospitality sector.

## Qualification structure

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

### 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

## Assessment

The NCFE Level 2 Certificate in Understanding Excellence in Customer Service for Hospitality is a knowledge-based qualification which is internally assessed.

## **Progression opportunities**

The objectives of this qualification are to 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.

Learners who achieve this qualification could progress to:

- Hospitality/catering apprenticeships
- NCFE Level 3 Award in Hospitality Supervision and Leadership Principles
- NCFE Level 3 NVQ Diploma in Hospitality Supervision and Leadership
- NCFE 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.



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