

**Eligibility: Must be aged 19+, unemployed and be claiming benefits.**

# Certificate in Understanding

# Excellence in Customer Service

# for Hospitality

## LEVEL 2

Now that Covid restrictions have lifted, the hospitality sector are now keen to get their business up and running, recruiting for new staff to work across South Yorkshire.

If you have thought that a career in this sector is for you why don't you gain the full understanding and knowledge behind the business by completing the virtual Understanding Excellence in Customer Service for Hospitality qualification?

We have links to local employers with hospitality vacancies!

## WHAT YOU WILL LEARN

This 4 week remote/virtual course will teach you:

- How to communicate effectively
- The importance of teamwork
- The importance of maintaining food hygiene
- Legislation and guidance for hospitality
- Professional personal standards.

## START DATES

### Initial Assessment

Tuesday 7th, Wednesday 8th and Thursday 9th February 2023.

### Course begins

Thursday 16th February 2023  
10.00am-14.30pm every Thursday and Friday  
4 weeks with directed study.