



Affordable Training Solutions.....



CERTIFICATE IN CUSTOMER CARE SKILLS FOR THE HOSPITALITY INDUSTRY

Introduction

This qualification is designed principally for those who deal with customers in the hospitality industry. Holders of this qualification will have the knowledge and understanding of their expected behaviour as responsible individuals in their customer service role.

Guided Learning Hours

4 - 5 hours are normally appropriate for a suitable course of study in preparation for this examination, depending on the training needs of the student.

Form of Assessment

There is a single examination for this certificate comprising of 15 multiple-choice questions. The duration of the examination is 20 minutes. Candidates must gain a minimum of 10 marks to pass the examination. Candidates who score 9 marks or below, will fail the examination and will not be awarded a certificate.

Syllabus

- What is Customer Service?
- How good is your customer service?
- Who are your customers?
- Communicating with your customers
- How to deal with communication difficulties
- Telephone skills
- Delivering great customer service
- Selling to your customer
- Dealing with customer complaints
- The ABC of customer service
- Customer feedback
- Tourism in Dumfries and Galloway

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