



LEVEL 2 CERTIFICATE IN UNDERSTANDING EXCELLENCE IN CUSTOMER SERVICE FOR HOSPITALITY



Customer service is at the heart of the hospitality industry. Whether working in hotels, restaurants, bars or leisure venues, delivering excellent service is essential to business success.

This 12-day course is designed for individuals who want to gain employment in the hospitality industry, as well as those already working in hospitality who want to strengthen their skills and gain a recognised qualification.

This course is completely FREE if you meet the below criteria.

» Eligibility Criteria

To benefit from the funding, you must be:

- 19+ years
- Unemployed OR earning less than £30,000 per year
- A resident of the North East
- Have a good level of written & spoken English
- Be able to show photo ID

» Why Choose BDT

Bright Direction Training provides high-quality, supportive learning delivered by experienced tutors, helping learners build confidence, skills and clear progression routes into employment.

» Our Course

- 12-Days
- 9am-4pm
- Classroom based
- No formal exams

DELIVER CUSTOMER SERVICE WITH EXCELLENCE!

Funded by:





COURSE OVERVIEW

» What you will learn

Learners will develop knowledge and understanding of:

- The principles of excellent customer service in hospitality
- Understanding customer expectations and behaviours
- Effective communication skills in customer-facing roles
- Handling complaints professionally and confidently
- The importance of teamwork in hospitality environments
- Maintaining professional standards and personal presentation
- The impact of service excellence on business reputation

» Job Opportunities

This qualification can support progression into a wide range of hospitality roles, including:

- Hotel Receptionist
- Front of House Assistant
- Restaurant Server / Waiter / Waitress
- Bar Staff
- Café Assistant
- Customer Service Assistant
- Guest Services Assistant
- Event Staff
- Hospitality Team Member
- Housekeeping Assistant
- Food and Beverage Assistant

This course helps learners build the professional knowledge employers look for in customer-facing hospitality roles.

To sign up: scan the QR code and fill in the form on our website. A member of our team will be in touch shortly.



SCAN ME

