



NCFE LEVEL 2 AWARD FOR DEVELOPING SKILLS IN THE HOSPITALITY, LEISURE, TRAVEL AND TOURISM INDUSTRY

This qualification focuses on customer service and the skills required to deliver excellent customer service across the hospitality, leisure, travel and tourism industries. Delegates will specifically look at welcoming customers, meeting the requirements and specific needs of customers, dealing with overseas visitors and different types of communication methods.

Suitability

This qualification is suitable for all delegates looking to work within any customer facing role within the above sector. It is also suitable for those already working in a customer service role that want to progress their career through a nationally recognised qualification.

Course Modules

- Principles of customer service in hospitality, leisure, travel and tourism
- Welcome customers in hospitality, leisure, travel and tourism
- Meet the requirements of customers in hospitality, leisure, travel and tourism with specific needs
- Welcome overseas visitors
- Communicate with customers by telephone and email

Study Method

The qualification is classroom based and will be delivered by travel and aviation industry professionals. Our trainers have been chosen not only because of their industry knowledge but also their innovative and engaging delivery style. During the course you will build a portfolio of evidence which will be assessed internally and by the awarding body – there is no exam for this qualification.

Course Duration, Dates & Location

Thursday 10th March 2011: Part-time Every Thursday for 12 sessions (14.00 – 1800) - £499.00 per delegate

Monday 21st March 2011: Intensive Study – 2 weeks (09.00 – 17.00) - £749.00 per delegate

Monday 6th June 2011: Intensive Study – 2 weeks (09.00 – 17.00) - £749.00 per delegate

Thursday 15th September 2011: Part-time Every Thursday for 12 sessions (14.00 – 1800)-£499.00 per delegate

Monday 10th October 2011: Intensive Study – 2 weeks (09.00 – 17.00) - £749.00 per delegate

CEME Conference & Events Centre is just off the A13, approximately 2 miles from Junction 30 of the M25. Free on-site parking is available for all delegates. CEME can also be accessed from Dagenham Heathway on the District Line and a short bus ride directly into the Conference Centre Campus.

Entry Criteria

There are no formal entry criteria for this course but delegates should have a good understanding of spoken and written English and have access to a PC and email for completion of assignments.

Course Fees

The cost of the course includes

Awarding Body Registration and certificate fees

Course Folder

All course materials

Part-time study payment Plan

An interest free payment plan is available for **Part-time** study. Please ask for further information.

How to book

Please call **0208 596 5125** or email coursemanagement@venturatraining.co.uk for a booking form which outlines our terms and conditions.

If you have any questions please do not hesitate to contact us. We look forward to welcoming you onto the course.