

Catering & Hospitality ~ NVQ Level 2

**Customer Service**

A total of 7 units to be achieved

A City & Guilds Professional NVQ Qualification



**Both of these Mandatory Units:-**

- 101 Prepare yourself to deliver good customer service
- 105 Provide customer service within the rules

**Optional Units**

**Select one from this group**

- 201 Give customers a positive impression of yourself and your organisation
- 202 Promote additional products or services to customers
- 202 Promote additional products or services to customers
- 203 Process customer service information
- 204 Live up to the customer service promise
- 205 Make customer service personal
- 206 Go the extra mile in customer service
- 207 Deal with customers in writing or using ICT
- 208 Deal with customers face to face
- 209 Deal with customers by telephone

**Select one from this group**

- 210 Deliver reliable customer service
- 211 Deliver customer service on your customers' premises
- 212 Recognise diversity when delivering customer service

**Select one from this group**

- 106 Recognise and deal with customer queries request and problems
- 213 Resolve customer service problems

**Select one from this group**

- 214 Develop customer relationships
- 215 Support customer service improvements
- 216 Develop personal performance through delivering customer service

**Select one further unit from any of the optional units listed above**

This City & Guilds NVQ is the hospitality industry's professional qualification for all staff who deal with customers or clients.

Customers are people that we value in the hospitality industry. Then why not reward your customers by ensuring you have a recognised professional customer service qualification.

With its flexible choice of units this Customer Service NVQ ensures staff will understand the importance of a professional customer service approach and will take on more responsibility for the service they provide.

You will have staff that are able to rise to the challenge of change and have the confidence to think for themselves and come up with new ideas.

This qualification is suitable for those already in employment as well as those wishing to enter the hospitality industry.



This qualification is certificated by City & Guilds.  
HIT Training Ltd are approved to deliver this NVQ.  
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