

**FREE** SKILLS FOR WORK  
**COURSES**



for a  
**better  
tomorrow**

## Course Introduction

### Are you interested in a customer service career in hospitality?

This fully funded award will help you develop your understanding and knowledge of the customer service and hospitality sector.

This Gateway employer recognised certificate, will provide you with a broad introduction to the customer service and hospitality sector, equipping you with underpinning knowledge and skills specific to the sector alongside a range of transferable employability skills. The course will provide you with the basic employability skills, including creating your own CV, where to look when applying for jobs and how to prepare yourself when looking for a job.

This Level 1 Award is the perfect course to kickstart your career within the customer service and hospitality sector.

## CUSTOMER SERVICE/HOSPITALITY

### Level 1 Award in Customer Service in Hospitality and food hygiene

## Qualification Structure

### The Gateway Level 1 Award in Customer Service in Hospitality mandatory units covers:

- ✓ Introduction to the Hospitality Industry
- ✓ Customer Service in the Hospitality Industry
- ✓ Health and Safety and Food Safety Awareness in Catering

Upon successful completion you will have the option to also gain an accredited food and hygiene certificate.

## Accreditation



**This series of workshops is accredited by Gateway.**

To gain accreditation delegates will be required to successfully complete all mandatory units.

## Outcomes

- ✓ Know the benefits of good customer service and be able to communicate with customers in a hospitality environment
- ✓ Understand the importance of health and safety and food safety within a catering environment
- ✓ Know how to keep yourself and your work area clean and hygienic
- ✓ Understand the career opportunities and structure in the hospitality industry
- ✓ Know the importance of good personal presentation
- ✓ Optional food and hygiene certificate
- ✓ Employability support including CV writing and interview prep

## Job interview

upon course completion

## Delivery

**Location:** Get Set UK office **Duration:** 7 days **Timings:** 10am - 3:30pm

**Delivery:** Face-to-face in groups **Format:** Portfolio of evidence completion with tutor guidance and support