



Level 2

**Certificate in Hospitality and
Catering Principles
(Housekeeping Service)**

(HC110-26)

Qualification

Level 2 Certificate in Hospitality and Catering Principles (Housekeeping Service) (HC110-26)

Title and level	GLH	TQT	Global Skills Qualification number
Level 2 Certificate in Hospitality and Catering Principles (Housekeeping Service)	107	130	HC110-26

Introduction

This document tells you what you need to do to deliver the qualifications:

The GSQ Level 2 Certificate in Hospitality and Catering Principles (Housekeeping Service) is a qualification that is either assessed in a workplace or realistic work environment.

The qualification is aimed at learners who work or want to work in the hospitality sector. The purpose is to develop students' knowledge and skills to prepare them for employment and/or career progression in the hospitality sector. It is also for those learners that want a rounded knowledge of both front of house and the kitchen, which will enable them to look at more senior positions in the future.

Candidate Entry Requirements

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

It is recommended that candidates should have a minimum of a level 1 qualification in hospitality. However, experience of working in the industry at the level 2 standard will be adequate to ensure they have the potential to gain the qualification successfully.

It is a requirement that learners have access to a suitably equipped hospitality setting in order to achieve the skills elements of the qualification.

The qualification is suitable for learners of 16 years of age and above.

Qualification Units

To achieve the **HC100-26 Level 2 Certificate in Hospitality and Catering Principles (Housekeeping Service)**, learners must achieve **13** credits.

6 credits from the mandatory units

At least 7 credits from Option B

Mandatory Units

GSQ Unit code	Ofqual Unit Reference	Unit Title	Credit Value	GLH
590	R/600/0615	Safe, hygienic and secure working environments in hospitality	2	19
591	Y/600/0616	Effective teamwork	2	19
637	L/600/0631	Cleaning and servicing of hospitality areas	2	16

Optional Group B

GSQ Unit code	Ofqual Unit Reference	Unit Title	Credit Value	GLH
597	D/502/8326	Principles of cleaning windows from the inside	1	6
636	R/600/0629	Chemicals and Equipment used for Cleaning in the Hospitality Industry	2	15
638	J/600/1082	Maintain housekeeping supplies	1	10
663	M/502/8301	Principles of cleaning and protecting floors, carpets and soft furnishings	2	10
596	L/502/8256	Principles of collecting linen and making beds	1	8
639	M/600/1092	Provide a linen service	1	10
664	Y/502/8325	Principles of carrying out periodic room service and deep cleaning	2	15
628	D/600/0617	Giving Customers a Positive Impression	2	18
661	K/502/8314	Principles of maintaining customer service through effective handover	2	15
589	T/600/1059	Principles of customer service in Hospitality, leisure, travel and tourism	1	10

Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. This includes both guided learning hours and hours spent in preparation, study and assessment. GLH and TQT may vary with this qualification depending on units chosen.

Title and level	GLH	TQT
Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service)	107	130

Portfolio of evidence

To achieve this portfolio, you will need to produce a portfolio of evidence to show that you have the knowledge and skills in your chosen qualification. You will need to demonstrate the practical skills required and be observed by a competent tutor/assessor who will support you with evidence collection.

Your knowledge and understanding and practical skills will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Centre Requirements

As a minimum, it is expected that centres seeking approval for this qualification have access to a well-equipped industrial facility which follow all hygiene requirements.

- washing facilities – hand washing, food preparation and washing up
- refrigerator or freezer space
- small and large equipment – it is recommended that centre review the range of equipment requirements against each unit within the qualification.

Centre Staffing

Staff delivering these qualifications must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the area[s] for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered.
- have recent relevant experience in the specific area they will be assessing and continue to achieve a minimum 30 professional development hours per year
- have credible experience of providing training

Centre staff may undertake more than one role, e.g. tutor and assessor or internal quality assurer, but cannot internally quality assure their own assessments.

Tutors/Assessors and Internal Quality Assurer

Assessor/Internal Quality Assurer qualifications are valued as qualifications for Centre staff, but they are not currently a requirement for the qualifications.

Continual Professional Development (CPD)

Centres must support their staff to ensure that they have a current knowledge of the occupational area, that delivery, mentoring, training, assessment and verification is in line with best practice, and that it takes account of any national or legislative developments.

Unit 590 Safe, hygienic and secure working environments in hospitality

UAN: R/600/0615

Level: 1

Credit value: 2

GLH: 16

Aim

This unit has been written to cover the knowledge relating to the basic health, hygiene, safety and security, which they can apply in a hospitality environment.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Know their personal responsibilities under the Health and Safety at Work Act	1.1 state personal responsibility for health and safety when in the workplace 1.2 identify the importance of following safety procedures in the workplace 1.3 state reporting procedures in the case of personal illness
Learning outcome 2 2. Know why it is important to work in a safe and hygienic way	2.1 state why it is important to maintain good personal hygiene 2.2 state why correct clothing, footwear and headgear should be worn at all times 2.3 state why, and to whom, accidents and near accidents should be reported 2.4 describe safe lifting and handling techniques that you must follow 2.5 state why it is important to report all unusual/non-routine incidents to the

		appropriate person
Learning outcome 3	3.1	identify the types of common hazards found in the workplace
3. Know about hazards and safety in the workplace.	3.2	identify types of emergencies that may happen in the workplace
	3.3	describe why first aid procedures should be in place
	3.4	identify possible causes of fire in the workplace
	3.5	describe fire safety procedures
	3.6	describe security procedures

Unit 591 Effective teamwork

UAN: Y/600/0616

Level: 1

Credit value: 2

GLH: 19

Aim

This unit will provide learners with the knowledge to make useful contributions to the work of a team.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Know how to organise their own work	1.1 state the order of work to complete a task 1.2 describe situations when it is appropriate to ask for help 1.3 describe situations when it is appropriate to help and support others 1.4 state the importance of working to deadlines 1.5 state why it is important to follow instructions accurately 1.6 state the importance of keeping work areas clean and tidy
Learning outcome 2 2. Know how to support the work of a team	2.1 state the benefits of helping team members 2.2 state the importance of passing information to the relevant people 2.3 state the importance of clear

	communication 2.4 describe ways to maintain good working relationships in a team 2.5 state problems in working relationships that should be reported to line managers
Learning outcome 3 3. Know how to contribute to their own learning and development	3.1 list benefits of self development 3.2 state the importance of feedback from team members 3.3 describe how a learning plan could improve aspects of work 3.4 list types of activities that help learning

Unit 637 Cleaning and servicing of hospitality areas

UAN: L/600/0631

Level: 2

Credit value: 2

GLH: 16

Aim

This unit provides learners with the knowledge to effectively service guest bedrooms, bathrooms and toilets and to correctly dispose of waste.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	State procedures to follow when preparing rooms for cleaning
1. Know the general cleaning procedures	1.2	State the importance of maintenance procedures
	1.3	State the importance of records on completion of cleaning
	1.4	Identify correct disposal methods for different types waste
	1.5	Describe the materials and equipment that are used for waste disposal
	1.6	Describe how to respond to types of problems and unexpected situations that may occur when disposing of waste
	1.7	State the importance of organisation of standards for cleaning

Learning outcome 2 2. Know how to clean and service toilet and bathroom areas	2.1 List the materials and equipment used for cleaning different areas of toilets and bathrooms 2.2 Describe how to respond to types of unexpected situations that may occur when cleaning toilets and bathrooms
Learning outcome 3 3. Know how to clean and service furnished areas	3.1 List the materials and equipment used for cleaning different furnished areas 3.2 Describe how to respond to types of unexpected situations that may occur when cleaning furnished areas 3.3 State the importance of using safe lifting and carrying techniques 3.4 State the importance of keeping areas secure from unauthorised access

Unit 597 Principles of cleaning windows from the inside

UAN: D/502/8326

Level: 1

Credit value: 1

GLH: 6

Aim

The aim of this unit is to enable learners to gain knowledge of how to prepare to clean windows from the inside, the appropriate cleaning equipment and materials to use and how to clean the inside surface of windows.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Know how to prepare to clean windows from inside	1.1 State the importance of preparing windows and surrounding areas before cleaning 1.2 Identify types of equipment and cleaning materials that should be used for loose dirt and dirt that is hard to remove 1.3 State the importance of following manufacturers' instructions when using cleaning equipment and materials 1.4 Identify types of problems that might occur when cleaning windows
Learning outcome 2 2. Know how to clean the inside surface of windows	2.1 State the standards for cleaning windows 2.2 State the required frequency for cleaning windows

	2.3 Identify the appropriate safety equipment and personal protective clothing to use when cleaning windows 2.4 Describe the importance of reporting any dirt that cannot be removed to the relevant person 2.5 Describe the importance of leaving frames and sills dry at the end of cleaning
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Unit 636 Chemicals and equipment used for cleaning in the hospitality industry

UAN: R/600/0629

Level: 2

Credit value: 2

GLH: 15

Aim

This unit identifies the procedures and safe practices that need to be complied with when using different chemicals and equipment.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	List appropriate cleaning chemicals for different purposes
1. Know how to safely use different cleaning chemicals	1.2	Describe the appropriate protective clothing to use when using cleaning chemicals
	1.3	Describe current legislation for using cleaning chemicals
	1.4	State the importance of following information on cleaning chemical containers
	1.5	Identify preparations to work areas that are necessary before using cleaning chemicals
	1.6	State the importance of work routines and sequences
	1.7	List documents that should be completed when using chemicals

	1.8	Describe how to respond to types of problems and unexpected situations that may occur when preparing and using chemicals
Learning outcome 2 2. Know how to safely use different types of cleaning equipment	2.1 2.2 2.3 2.4 2.5	Describe current legislation for using cleaning equipment Select appropriate cleaning equipment for different purposes State the importance of following manufacturers instructions for use of cleaning equipment Describe safe working practices when using cleaning equipment Describe how to respond to types of problems and unexpected situations that may occur when preparing and using cleaning equipment

Unit 638 Maintain housekeeping supplies

UAN: J/600/1082

Level: 2

Credit value: 1

GLH: 10

Aim

This unit provides knowledge associated with working with housekeeping supplies and the areas used to store them safely.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Understand the health and safety considerations required when handling housekeeping supplies.	1.1 Describe the basic legal requirements that ensure that health and safety is maintained when handling housekeeping supplies 1.2 Explain how housekeeping supplies should be stored to ensure health and safety is maintained
Learning outcome 2 2. Understand the importance of checking housekeeping supplies when delivered to hospitality premises.	2.1 Explain why checking housekeeping supplies on delivery is required 2.2 Describe the particular points that need to be checked when housekeeping supplies are delivered 2.3 Describe the methods used to lift and handle housekeeping supplies safely 1.4 Describe why security procedures are needed in a housekeeping supplies storage area

Learning outcome 3 3. Understand the importance of procedures used during the storing and issuing of housekeeping supplies	3.1 Explain how the storage area is maintained to ensure that housekeeping supplies are kept in the correct condition 3.2 Describe the working practices that need to be followed to ensure that storage areas remain secure 3.3 Describe the working practices that need to be followed to ensure that storage areas remain free of pests 3.4 Explain how housekeeping supplies are kept at an appropriate level for the needs of the business 3.5 State the importance of separating different cleaning chemicals within the storage area 3.6 Describe the procedures to follow when unexpected situations arise
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Unit 663 Principles of cleaning and protecting floors, carpets and soft furnishings

UAN: M/502/8301

Level: 2

Credit value: 2

GLH: 10

Aim

The aim of this unit is to enable learners to gain knowledge of how to prepare to clean soft floors and furnishings and how to maintain soft floors and furnishings including the removal of stains and applying treatments.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	State the importance of maintaining personal hygiene that meets the standards of the cleaning specification throughout the cleaning process
1. Know how to prepare to clean and protect floors, carpets and soft furnishings	1.2	State the importance of wearing the appropriate personal protective equipment throughout the cleaning process
	1.3	State the importance of checking health and safety instructions against organisational requirements
	1.4	State the importance of following checks and restrictions for use of deep cleaning equipment
	1.5	State the importance of checking that the material is suitable for the planned

	treatment	
Learning outcome 2	2.1	State the importance of removing superficial dust and debris before starting the cleaning process
2. Know how to maintain soft floors and furnishings	2.2	State the importance of softening ground-in soil and/or stains
	2.3	State the importance of carrying out test cleans before applying treatments
	2.4	Describe safe working practices when working at heights
	2.5	State the importance of removing any excess moisture from the area which has been cleaned

Unit 596 Principles of collecting linen and making beds

UAN: L/502/8256

Level: 1

Credit value: 1

GLH: 6

Aim

The aim of this unit is to enable learners to gain knowledge of how to collect clean linen and bed coverings and move them to the rooms and how to strip and make beds.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Know how to collect clean linen and bed coverings	1.1	Describe safe lifting and handling techniques and their importance
	1.2	Identify standards for quality of linen and bed coverings
	1.3	Describe the importance of keeping soiled linen separate from clean linen
	1.4	Describe the importance of security procedures for linen and linen store
	1.5	Describe the importance of checking linen to make sure it is clean and up to standard
	1.6	Describe the types of problems that might occur when choosing and collecting linen from a linen store
Learning outcome 2 2. Know how to strip and make beds	2.1	Identify the correct procedures to deal with soiled linen
	2.2	Identify the correct practice to sort

		different fabrics
	2.3	Identify standard procedures for making and re-sheeting beds
	2.4	State the importance of using the right sized linen
	2.5	State the types of unexpected situations that might happen when stripping and making beds
	2.6	Describe procedures to use when bedbugs or other infestations are found

Unit 639 Provide a linen service

UAN: M/600/1092

Level: 2

Credit value: 1

GLH: 10

Aim

This unit investigates the knowledge required to effectively receive and handle linen as part of a linen service found within hospitality operations including hotels and hospitals.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Understand the role of the linen service in hospitality operations	1.1	Describe the basic legal requirements that ensure that health and safety is maintained when handling linen supplies
Learning outcome 2 2. Understand the importance of checking linen when delivered to hospitality premises	2.1 2.2 2.3	Explain why checking linen on delivery is required Describe the methods used to lift and handle linen safely Describe why security procedures are needed in a linen storage area
Learning outcome 3 3. Understand the importance of procedures used during the storing and issuing of linen	3.1 3.2	Explain how the linen area is maintained to ensure that the linen is kept in the correct condition Describe the working practices that need to be followed to ensure that storage areas remain secure

	3.3 Describe the working practices that need to be followed to ensure that storage areas remain free of pests 3.4 Explain how linen supplies are kept at an appropriate level for the needs of the business 3.5 Describe the procedures to follow when unexpected situations arise.
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Unit 664 Principles of carrying out periodic room servicing and deep cleaning

UAN: Y/502/8325
Level: 32
Credit value: 2
GLH: 15

Aim

The aim of this unit is to enable learners to gain knowledge of how to undertake periodic room servicing, deep cleaning involving, for example turning mattresses, changing curtains, high dusting, cleaning carpet edges, skirting boards and paintwork, and how to undertake periodic servicing and deep cleaning of bathrooms and toilets.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning. When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Know how to undertake periodic room servicing	1.1	Describe the importance of following a schedule for periodic room servicing and deep cleaning in an organisation
	1.2	Describe the importance of inspecting the work area on completion of periodic room servicing
	1.3	Describe quality standards for the appearance and cleanliness of rooms
	1.4	Identify the correct procedures for dealing with items that need to be or have been replaced
Learning outcome 2 2. Know how to undertake periodic deep cleaning	2.1	Identify the preparations needed to carry out periodic servicing and deep Cleaning of bathrooms and toilets
	2.2	Identify materials and equipment

	needed to servicing and cleaning different areas of bathrooms and toilets
2.3	Describe how to report areas and items that might need specialist maintenance
2.4	Describe the types of unexpected situations that might occur when servicing and cleaning bathrooms and toilets

Unit 628 Giving customers a positive impression
UAN: D/600/0617
Level: 2
Credit value: 2
GLH: 18

Aim

This unit will give learners the knowledge to communicate with customers and give a positive impression of themselves and an organisation.

Knowledge of outcomes

This unit aims to provide learners with knowledge on how to prepare and cook food using a Tandoor oven, including:

- Tandoori chicken
- Kebabs
- Tandoori fish
- Naan breads

Learners will gain knowledge of the following preparation and cooking methods:

- Marinating
- Portioning
- Forming on skewers
- Tandoori roasting

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Know how to establish positive relationships with customers	1.1 identify the importance of correct appearance and behaviour 1.2 describe the importance of recognising customer needs and expectations 1.3 state the importance of product knowledge when relating to customers 1.4 identify signs of when a customer is angry or confused
Learning outcome 2 2. Understand why organisations have standards and procedures	2.1 describe the legal frameworks by which organisations provide goods and services to customers 2.2 state the importance of contractual agreements that customers have with organisations 2.3 state the importance of codes of practice and standards that affect the way products and services are delivered to customers

Learning outcome 3 3. Know how to communicate information to customers	3.1 state why there are limits to an individual's responsibilities when dealing with customers 3.2 state the importance of clear, polite and confident communication 3.3 identify different methods of communication 3.4 describe when the different methods of communication are used
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Unit 661 Principles of maintaining customer service through effective handover

UAN: K/502/8314

Level: 2

Credit value: 2

GLH: 15

Aim

The aim of this unit is to enable learners to gain knowledge of the responsibilities in a customer service team and this is organised, how to follow up customer service actions and how to maintain customer service through effective handover by checking completion of actions with colleagues.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1	1.1	Identify services or products that rely on effective teamwork
1. Know about responsibilities in a customer service team	1.2	Identify customer service delivery process stages that rely on exchange of information between self and colleagues
	1.4	Describe the importance of agreeing how information should be exchanged with colleagues to enable completion of customer service actions
	1.5	Describe ways of retaining information when passing responsibility to colleagues for completing a customer service action

Learning outcome 2 2. Know how to follow up customer service actions	2.1 State the importance of checking that a customer service action has been completed 2.2 State the importance of knowing all details of customer service actions that colleagues were due to complete 2.3 State the importance of asking colleagues about the outcome of completing the customer service action as agreed 2.4 Review the way customer service actions are shared with colleagues
Learning Outcome 3 3. Know how to maintain customer service through effective handover	3.1 Describe appropriate customer service procedures for the delivery of services or products 3.2 State the importance of passing responsibility to appropriate colleagues for completing particular customer service actions 3.3 State the importance of carefully checking with a colleague whether the expected customer service actions have been completed 3.4 Contribute to reviewing the way customer service actions are shared in customer service processes

Unit 589 Principles of Customer Service in Hospitality, Leisure, Travel and Tourism
UAN: T/600/1059
Level: 2
Credit value: 1
GLH: 10

Aim

This unit will provide the introductory knowledge to customer service in the hospitality, leisure, travel and tourism sector. The unit will be appropriate for staff engaging with internal and/or external customers.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Understand the importance to the organisation in providing excellent customer service in the hospitality, leisure, travel and tourism industries	1.1 Describe the role of the organisation in relation to customer service 1.2 Identify the characteristics and benefits of excellent customer service 1.3 Give examples of internal and external customers in the industries 1.4 Describe the importance of product knowledge and sales to organisational success 1.5 Describe the importance of organisational procedures for customer service
Learning outcome 2 2. Understand the role of the individual in delivering customer service in the hospitality, leisure, travel and tourism industries	2.1 Identify the benefits of excellent customer service for the individual 2.2 Describe the importance of positive attitude, behaviour and motivation in providing excellent customer service

	2.3 Describe the importance of personal presentation within the industries 2.4 Explain the importance of using appropriate types of communication 2.5 Describe the importance of effective listening skills
Learning outcome 3 3. Understand the importance of customers' needs and expectations in the hospitality, leisure, travel and tourism industries	3.1 Identify what is meant by customer needs and expectations in the industries 3.2 Identify the importance of anticipating and responding to varying customers' needs and expectations 3.3 Describe the factors that influence the customers' choice of products and services 3.4 Describe the importance of meeting and exceeding customer expectations 3.5 Describe the importance of dealing with complaints in a positive manner 3.6 Explain the importance of complaint handling procedures