

LEVEL 2

CUSTOMER SERVICE APPRENTICESHIP

HOSPITALITY SECTOR



Take the next step in your career with our **Level 2 Customer Service Apprenticeship**. Designed for hospitality settings, this programme equips learners with the essential customer service skills needed to deliver outstanding guest experiences in hotels, restaurants, cafés, leisure venues, and visitor attractions.



LEARNER BENEFITS

- ✓ Gain a recognised Level 2 Customer Service qualification
- ✓ Develop excellent communication and customer care skills
- ✓ Learn how to handle customer queries, complaints, and feedback
- ✓ Earn while you learn in a real hospitality environment
- ✓ Improve your confidence and career prospects within the hospitality sector



EMPLOYER BENEFITS

- ✓ Develop a motivated, skilled, and customer-focused team member
- ✓ Improve guest satisfaction and customer retention
- ✓ Strengthen your workforce with nationally recognised qualifications
- ✓ **Receive an Employer Bonus when the learner successfully completes the apprenticeship**

Why Choose this Apprenticeship?



Hospitality Focused



Work Based Learning



Enhance Customer Communication Skills



Improve Guest Satisfaction

PROGRAMME INFORMATION



DURATION
6 Months



WORK COMMITMENTS
Minimum 21 hours a week



ENTRY REQUIREMENTS
Grade D or above in Maths, English & ICT



SECTOR FOCUS
Retail



OUTCOME
Level 2 Customer service

Invest in your future, Build a Stronger Team