

LEVEL 3

CUSTOMER SERVICE APPRENTICESHIP

HOSPITALITY SECTOR



Take the next step in your career with our **Level 3 Customer Service Apprenticeship**. Designed for hospitality settings, this programme equips learners with the advanced customer service skills needed to deliver exceptional guest experiences, manage customer expectations, and support service excellence across hotels, restaurants, cafés, leisure venues, and visitor attractions.



LEARNER BENEFITS

- ✓ Gain a recognised Level 3 Customer Service qualification
- ✓ Develop advanced communication and customer care skills
- ✓ Learn how to manage customer complaints and challenging situations
- ✓ Build confidence in supervising service standards and supporting colleagues
- ✓ Earn while you learn in a real hospitality environment



EMPLOYER BENEFITS

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

Why Choose this Apprenticeship?



Hospitality Focused



Advanced Customer Service Skills



Enhance store performance skills



Improve Guest Satisfaction

PROGRAMME INFORMATION



DURATION
6 Months



WORK COMMITMENTS
Minimum 21 hours a week



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



SECTOR FOCUS
Retail



OUTCOME
Level 3 Customer service

Invest in your future, Build a Stronger Team