

Unit 203: Provide guest service

Tutor notes and guidance

Unit information

Level: 2
Credit value: 0
GLH: 25

Unit aims

- Guests of the hospitality industry are increasingly looking for high levels of service. Whether in a fast food take away, a 5* hotel or hostel they expect the staff they meet to ensure their experience is positive. In such a competitive industry, businesses need to find ways in which they stand out from their competitors. If their staff do not know what makes positive guest service, they are unlikely to meet the needs of their guests.
- The aim of this unit is to enable learners gain knowledge of how customer service and effective communication benefits a hospitality establishment.
- This unit will provide candidates with the knowledge of how effective communication and customer service benefits the hospitality establishments they will work for. They will learn about the principles of effective communication and the different methods used in different situations.
- They will learn the principles of good customer service and the effect this has on different stakeholders such as guests, suppliers and colleagues.
- They will also learn about different types of guest service issues they may encounter and how to deal with them.

Learning outcomes

The learner will:

1. Know how effective communication is used to benefit a hospitality establishment
2. Know the effect of customer service on hospitality establishments
3. Understand how guest issues are resolved by hospitality establishments.

Assessment

This unit will be assessed by an online multiple-choice test. **Externally marked knowledge exam** the test is **externally set and externally marked** and can be taken either online through City & Guilds' computer-based testing platform, or as a paper-based exam. The exam is designed to assess the candidate's depth and breadth of understanding across content in the qualification at the end of the period of learning, using a multi-choice questions and will be sat under invigilated examination conditions.