

Give your customer service the seal of approval!

Exceeding Visitor Expectations is accredited by City & Guilds Participation in Exceeding Visitor Expectations provides an opportunity to gain a nationally-recognised qualification - available through your regional Welcome to Excellence contact and working together with the UK's leading vocational awarding body City and Guilds.

For just £20 per person (in addition to the standard course fees), participants undertaking a one day Exceeding Visitor Expectations course can take a 30 question multiple choice examination giving the opportunity to gain a People 1st qualification; Level 2 Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism.

Your business will benefit from the skills and knowledge gained by participating in this highly practical customer service training programme. In addition, you will also:

- provide added motivation and reward to staff through the achievement of a nationally-accredited qualification
- 'quality assure' their understanding of customer service excellence
- ensure staff are committed to making the most of their training
- give your people a great start on the road to developing their own skills
- benefit from a more qualified workforce

For £20 per person, your staff can gain a nationally recognised customer service qualification and help you to deliver world-class service to your customers.

For more information contact:
Lois Collier on 02380 625438

Or to view our list of course dates and prices visit,
www.welcometoexcellence.co.uk



* Subsidised funding may be available in some regions depending on eligibility – please ask for details

<http://www.welcometoexcellence.co.uk/trainingprogrammes/exceeding-visitor-expectations.asp>

Further Information

C&G Qualification number: 4421-32

QAN number 500/6351/0

Exceeding Visitor Expectations has been successfully accredited by QCA and City and Guilds.

By participating in Exceeding Visitor Expectations, candidates can also achieve the People 1st Level 2 Award; Principles of Customer Service for Hospitality, Leisure, Travel and Tourism. The award is one credit on the Qualifications Credit Framework which enables individuals to build up a series of units towards achievement of larger and more formal qualifications.

How do participants achieve this qualification?

By successfully completing the standard Exceeding Visitor Expectations in the usual way and then taking a short multiple choice examination. This can either be completed on the same day or at a later stage if applicable (details available on request and costs may increase if taken at a later stage). The examination takes around 45 minutes to complete. Successful attainment means the candidate will achieve the Level 2 Award in Principles of Customer Service in Hospitality, Leisure, Travel and Tourism.

What is the cost?

To register for this qualification is just £20.00* per candidate on top of the Exceeding Visitor Expectations course fee (*subsidies may be available – check on booking). This covers the examination/registration fee, certificate and administration.

What level is this qualification?

Level 2 is aligned to a GCSE level and equates to 11.5 SCAAT Points (Schools & Colleges Achievement and Attainment Tables).

Background information to the qualification & QCF framework

The Exceeding Visitor Expectations City & Guild Level 2 sits on the new Qualification Credit Framework (QCF) and is part of a government initiative which aims to accredit employer-led and recognised training allowing employees to build their own qualifications at a pace that suits them.

The City & Guilds levels range from 'entry level' to 'level 8'

- a rough guide regarding levels is as follows:

- GCSEs grades A - C are equivalent to level 2 – (which is where our qualification falls)
- GCE A-levels are equivalent to level 3; and a
- PhD is the maximum and is equivalent to level 8

How does the City and Guilds examination take place?

There is a 30 question multiple choice examination paper which is taken at the end of a standard course day – 45 minutes needs to be allowed.

The multiple choice paper is taken under examination conditions (closed book) with 2 invigilators (usually the trainer and a staff member at venue).

Questions are logical and straight forward and relate to the Exceeding Visitor Expectations content.

Candidates need to achieve a 70% pass mark.