

Certificate in Travel and Tourism (Meet and Greet Services) Level 2



INTRODUCTION

This Level 2 qualification from City & Guilds will provide you with an introduction to customer service and the importance of effectively meeting and greeting customers.

WHAT WILL I DO:

You will study three main areas:

1. Meet travel and tourism customers
2. Make travel and tourism customers feel welcome
3. Direct travel and tourism customers

The course is assessed by a written assessment comprising of short answer questions.

HOW LONG WILL IT TAKE

The course will cover 10 hours including a 1 hour assessment over two weeks, times and dates to be confirmed.

ENTRY QUALIFICATIONS

There are no specific qualifications required for this course although a good standard of literacy and previous experience within customer service would be beneficial.

WHERE COULD IT LEAD

Successful candidates can progress to work in a customer service environment or the course may lead onto further training.

FEES

Course fees are £96.30

HOW TO APPLY

You can apply for this course by applying [online](#), by filling out an application form from the College prospectus or by contacting the Information Officer on 01205 313218 for further information.

The Information on this Course Information Sheet is correct at time of print, but can be subject to change at anytime.