

Ancillary Sales & Services Level 3



INTRODUCTION

This is a Level 3 qualification from City & Guilds, this unit looks at how to identify ancillary sales opportunities and how to match the most appropriate types of products and services to the customer. The unit also looks at some of these products and services in more detail and you will learn how to interpret information and to calculate the costs involved for customers.

WHAT WILL I DO?

You will study two areas:

1. Examine opportunities to sell ancillary products and services
2. Provide additional products and services to customers

The course is assessed by a written assessment comprising of a presentation, short answer questions and a role play.

HOW LONG WILL IT TAKE

The course will cover 10 hours altogether.

ENTRY QUALIFICATIONS

There are no specific qualifications required for this course although a good standard of literacy, ABTAC or Travel Agency experience would be beneficial.

WHERE COULD IT LEAD

Successful candidates can progress to work in a customer service or travel agency environment or it may lead to further training within this field.

FEES

This course is only offered as part of full-time BTEC National Certificate Travel and Tourism, or to those who have completed the ABTAC Level 2.

ADDITIONAL INFORMATION

Where courses last for more than one year, only the first year's fees are shown

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.

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