



## Customer Service Apprenticeship Factsheet

Programme	Who is it for?	What is Gained?	Who is Involved?	Content	Time Needed to Complete
<b>Level 3 Advanced Apprenticeship</b> (optional)	Supervisors/ Managers Administrators, Retail Supervisors, Bar Supervisors, Restaurant Supervisors, Housekeepers, Senior Group Leaders	<ul style="list-style-type: none"> <li>NVQ 3 Customer Service (Supervising staff, organising resources, dealing with customer problems, identifying and implementing improvements needed – optional units may vary the exact content)</li> <li>Application of Number Level 2</li> <li>Communication Level 2</li> <li>Knowledge of Employment rights, legislation, industry and PGL</li> <li>Level 3 Certificate in Customer Service</li> <li>Level 2 Award in Health and Safety (if time allows)</li> </ul>	<p>You must apply to enrol on these programmes and your options discussed with Training Officers</p> <p>The programme is delivered by PGL's Training Officers</p>	<ul style="list-style-type: none"> <li>NVQ: portfolio of evidence containing (for example) staff training records, guest feedback, records of improvements made, records of actions carried out</li> <li>Application of Number (AON): pass a multi-choice test, complete a project.</li> <li>Communication (COMM): pass a multi-choice test, complete a portfolio containing two pieces of written work and observations of your communication skills</li> <li>Employment Responsibility &amp; Rights (ERR): portfolio of tasks and questions</li> <li>Customer Service: course which includes: legislation, dealing with problems, principles of customer service, management of customer service. Multi-choice online exam (Externally- delivered)</li> <li>Level 2 Award in Health and Safety: Legislation, requirements of employers and employees, risk assessment. Multi-choice exam (45 mins)</li> </ul>	<ul style="list-style-type: none"> <li>NVQ: Approx 18 months, supported by HQ trainers</li> <li>Requires commitment through the season to collect products of work, collate evidence, complete assignments</li> <li>Application of Number: 1 hour test</li> <li>Communication: 1 hour test</li> <li>ERR: about 12 hours of work</li> <li>Customer Service Certificate: 3 day course</li> <li>Health and Safety: one day course</li> </ul>
<b>Level 2 Apprenticeship</b> (optional)	General Assistants, Catering Assistants, Retail Assistants, Bar Assistants, Administrators, Housekeeping Assistants, Receptionists	<ul style="list-style-type: none"> <li>NVQ 2 Customer Service (Following company procedures for customer service, dealing with problems and queries - optional units may vary the exact content)</li> <li>Application of Number Level 1</li> <li>Communication Level 1</li> <li>Knowledge of Employment rights, legislation, industry and PGL</li> <li>Level 2 Certificate in Customer Service</li> <li>Level 2 Award in Health and Safety (if time allows)</li> </ul>	<p>Performance is assessed by PGL's Training Officers who are qualified assessors</p> <p>Line managers support evidence-gathering opportunities</p>	<ul style="list-style-type: none"> <li>NVQ: portfolio of evidence containing proof you can meet the standards: reports on guest feedback, observations by your assessor, question papers.</li> <li>AON : pass a multi choice test, complete a project COMM: pass a multi choice test, complete a portfolio containing evidence of your communication skills, including two written pieces of work</li> <li>Customer Service: course delivered which includes: legislation, dealing with problems, principles of customer service. Multi choice online exam (Externally-delivered)</li> <li>Level 2 Award in Health and Safety: Legislation, requirements of employers and employees, risk assessment. Multi-choice exam (45 mins)</li> </ul>	<ul style="list-style-type: none"> <li>NVQ: approx 12 months, supported by HQ trainers</li> <li>Requires commitment through the season to collect products of work</li> <li>AON, COMM, ERR, Health and safety as above</li> <li>Customer Service Certificate: 3 day course</li> <li>Health and Safety: one day course.</li> </ul>