



# Hospitality - Practical Skills

**Level 2 Certificate in Hospitality Practice**

**Level 2 Award in Hospitality Practice**

**Level 2 Award in Restaurant & Bar Service**

**Level 2 Award in Housekeeping**

**Level 2 Award in Front Office**



A range of practical courses designed to provide essential skills for a first job in the hospitality sector.

These qualifications can be studied in parallel with one of our Management Diploma programmes at either Level 3 or Level 4, or individually as valuable skills courses in their own right.

They have been developed specifically to provide individuals new to the hospitality sector with the essential job skills needed to perform successfully in their first career role in the sector.

Training is intended to be practical, hands-on and in as 'close to real-life situations' as possible, so that candidates gain actual experience of performance of skills such as preparing drinks, checking in guests and preparing accommodation rooms.

Admission requirements :

- The programmes are open access.
- The programmes may be studied in any language. However, all assessments are currently in English.
- There is no minimum age although it is not recommended for students under 16 years of age.

“ CHM has been using this qualification for nearly 2 years now and we find it a great 'add on' to more academic courses such as foundation degrees. CTH Hospitality Practice really helps us underpin the vocational context for our students. ”

David Naudin, Director - CHM Hanoi

## Contact

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## Level 2 Certificate in Hospitality Practice

This qualification comprises seven units:

- Customer service skills
- Restaurant & bar service 1
- Restaurant & bar service 2
- Housekeeping 1
- Housekeeping 2
- Reception & reservations
- Concierge & guest services

*Assessment: Via three observed practical examinations and one single synoptic examination.*

## Level 2 Award in Hospitality Practice

This qualification comprises four units:

- Customer service skills
- Restaurant & bar service 1
- Housekeeping 1
- Reception & reservations

*Assessment: Via three observed practical examinations and one single synoptic examination.*

## Level 2 Award in Restaurant & Bar Service

This qualification comprises three units:

- Customer service skills
- Restaurant & bar service 1
- Restaurant & bar service 2

*Assessment: Via one observed practical examinations and one single synoptic examination.*

## Level 2 Award in Housekeeping

This qualification comprises three units:

- Customer service skills
- Housekeeping 1
- Housekeeping 2

*Assessment: Via one observed practical examination and one single synoptic examination.*

## Level 2 Award in Front Office

This qualification comprises three units:

- Customer service skills
- Reception & reservations
- Concierge & guest services

*Assessment: Via one observed practical examination and one single synoptic examination.*



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