



OCN London Sample Course Details

Course Title

Customer Service Hospitality Skills (Level 1)

OCNLR Qualification Title

Title	Qualification No.	Credits	GLH
OCNLR Level 1 Award in Skills for Professions in Catering, Hospitality and Tourism	603/2802/2	9	73

In order to gain the Award, learners must achieve 9 credits at Level 1 including 3 credits from the mandatory unit 'Introduction to Study Skills' and 6 credits from the sector specific optional units.

Click [here](#) for the Qualification Guide

Selected Units from above qualification

	Unit Title	Unit Level	Credit Value	Unit Code
1	Introduction to Study Skills (mandatory)	L1	3	HC7/1/LQ/013
2	Introduction to the Hospitality Industry	L1	2	NA1/1/LQ/001
3	Customer Service in the Hospitality Industry	L1	3	NF4/1/LQ/001
4	Understand Reception, Billing and Cashier Procedures for Front Office Staff	L1	3	ND3/1/LQ/001
5	Meet the Requirements of Customers with Specific Needs in the Hospitality and Tourism Industry	L1	1	NK1/2/LQ/006