

This is to certify that

Has successfully achieved the learning outcomes indicated below:

Course Viewing Date:

Active learning hours

Learning outcomes:

1. Appreciate service as a fundamental philosophy (25%)
2. Implement specific service strategies: (75%)
 - the hospitality model
 - going the extra mile
 - exceeding expectations
 - demonstrating courtesy
 - under promising, over delivering

Essential Assessment Date:

Active learning hours

Learning outcomes:

1. Appreciate service as a fundamental philosophy (25%)
2. Implement specific service strategies: (75%)
 - the hospitality model
 - going the extra mile
 - exceeding expectations
 - demonstrating courtesy
 - under promising, over delivering

Extension Assessment Date:

Active learning hours

Learning outcomes:

1. Appreciate service as a fundamental philosophy (25%)
2. Implement specific service strategies: (75%)
 - the hospitality model
 - going the extra mile
 - exceeding expectations
 - demonstrating courtesy
 - under promising, over delivering

Coordinator Name:

Signature:

Position:

Organisation:

Date:

