

Leisure & Tourism: Customer Service Curriculum Links

KS4

AQA GCSE Leisure & Tourism

- 1.1 The nature of the leisure and tourism industry
- 1.2 Introduction to business operations in leisure and tourism
- 1.3 Factors influencing customer choice
- 2.4 operations used in leisure and tourism
- 4.1 Visitors attractions, leisure facilities and tourist destinations
- 4.2 customer choice
- 4.3 providing service for differing customer types and needs
- 4.4 employment opportunities in leisure and tourism

Eduqas Level 1 / 2 Tourism

Unit 1: Customer Experience