

Laura Hall
Business Manager for Vocational Business and Enterprise
Pearson
One90 High Holborn
London
WC1V 7BH

02 July 2016

Dear Laura

Letter of support for the Pearson *BTEC level 2 Technical Certificate in Customer Service Operations*

As an employer in the sector, we recognise the following qualification as being fit for purpose:

Pearson *BTEC level 2 Technical Certificate in Customer Service Operations*

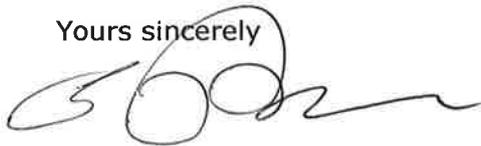
We confirm that this qualification will provide learners with the specialist knowledge, and give them the opportunities to develop the skills and behaviours that employers in the industry are looking for.

The qualification ensures that the learner can demonstrate relevant skills, behaviours and knowledge of the industry to progress to employment in a range of job roles across the industry within the following occupational areas:

Front of House Manager
Staff leader
Assistant recruitment Co-ordinator

The qualification will also support the individual, should they chose to progress into further training, via a level 3 qualification or an apprenticeship, and is a good preparation for either progression route.

Yours sincerely



Gerald Thompson
Director
C&T Restaurants Limited

C&T Restaurants Ltd t/a

- McDonald's Middleton
- McDonald's Harpurhey
- McDonald's Chadderton
- McDonald's Sports City
- McDonald's Rochdale, Kingsway
- McDonald's Bury, The Rock
- McDonald's Lime Square, Openshaw