



English for Hospitality

What is the aim of this course?

The main aim of this course is for you to develop subject-specific English language skills within a hospitality context through the use of texts, audios, and interactive exercises.

How long will I have to study for?

The estimated time for completion of the English for Hospitality course is approximately 30 hours.

Who is this course for?

Students of English as a second language who are employed in, or hoping to find work in, the hospitality industry.

What exactly will I learn?

At the end of this course, you are expected to be able to:

Module 1

Take telephone calls for purposes such as taking messages, taking reservations, giving information and answering questions.

Module 2

Receive guests at the Front Desk or restaurant reception, ask for information, explain services and facilities and politely respond to guests when unable to help.

Module 3

Give directions inside and outside the hotel, respond to room service and housekeeping requests and take orders in a restaurant café or bar.

Module 4

Deal with complaints, process bills and deal with payment problems.

How will this course help me achieve my English Language goals?

1. The course has four modules, separated into four units, all with a summary and test allowing you to consolidate your learning.
2. Each unit has seven parts; the first introduces the language and situation where it may be used. The following parts practise listening, speaking and reading the new language, giving you all the skills you will need.



3. The seven parts are:
 - Welcome:** This sets the scene for the unit and introduces the necessary language.
 - Check In:** This presents the vocabulary and the expressions needed to communicate with guests in particular situations.
 - Sights and Sounds:** This has a focus on language structure and clear communication.
 - Check Out:** This gives you an opportunity to practise saying key phrases and compare your answers with a model.
 - Farewell:** This gives you more opportunity to practise the key phrases with others.
 - Summary and Test:** This offers an opportunity to review the vocabulary and phrases covered in the unit and check that you have understood and remembered it well.

4. You can practise the four skills below:
 - a. Reading
Read hospitality words and phrases in onscreen exercises and activities in each unit.

 - b. Listening
By using click audio exercises, you listen to native speakers saying words and phrases and speaking in conversations.

 - c. Writing
You will write words and phrases to complete exercises and (space) writing tasks such as filling in a form. You will write notes and sentences in onscreen notepads, in preparation for speaking practise.

 - d. Speaking
Through the media bar, you will speak and record your own voice in response to questions from native speakers about a variety of topics.