

ENGLISH for HOSPITALITY

English for Hospitality provides comprehensive coverage of the English required for the daily functioning of a hotel – from check-in to the restaurant to providing support and advice to guests. A strong command of English not only helps hotel staff to interact with international guests but also to communicate with colleagues within the same industry.

Program Outcome:

At the end of this course, participants will be able to develop English language skills for working in hotel environment.

This includes:

1. Basic English Grammar and Vocabulary
2. Conversational English – Over the counter & over the phone
3. E-mails and letter writing
4. Key 'Phrases' for different scenarios
5. Handling difficult guests and dealing with complaints

Module 1

Welcoming & Looking after Guests

Listening & speaking

Grammar:

Present Simple, Present Continuous

Vocabulary:

Opposites, Temperatures

Module 2

Telephone Etiquettes

- Reservation Inquiries & Changes

- Phone Calls to Reception

- Communication Problems

Grammar:

Politeness, Indirect Questions, Reported Speech

Vocabulary:

Confirming a booking

Taking a Reservation

Facilitator

K W Loke

Duration : 2 days

Module 3

Checking In and Out

- Checking In Procedures

- Problems Checking Out

Grammar: Opposites

The Future Tense, Present

Perfect Tense & Past Simple

Vocabulary: Tour Operators,

Package Holidays

Module 4

Promoting Hotel Facilities

- Room Service

- Guest Services

- In the Business Center

Grammar:

Compound Nouns

Making Comparisons

Vocabulary: Hotel

Description, Exhibitions &

Conferences

Module 5

Giving - Recommendations /

Directions & Recommendations

for Places to Eat

Grammar: Modal Verbs,

Prepositions & Passive

Vocabulary:

Places to See

The Theater

Module 6

Dining : At breakfast, at the bar & in the Restaurant

Grammar: Countable &

Uncountable Nouns

Quantifiers

Vocabulary: Ways of Cook-

ing, Explaining Dishes,

Serving Guests

Module 7

E-mail Etiquettes

- Special rules, tips, and guidelines for writing

business e-mails

Grammar: Conditionals

Vocabulary:

Agreeing and Disagreeing

Module 8

Dealing with Complaints

- Guest Problems

- Housekeeping Problems

British vs. American English

Grammar:

Present Perfect Tense

Past Simple Tense

Vocabulary:

Letter of Apology