



English for Hospitality

Overview:

English for Hospitality is designed specifically for people working or hoping to work in the hospitality industry. It provides interactive learning material for students to practise their language skills at an Elementary level.

Level:

Beginner to Lower Intermediate

Outcomes:

Module 1

At the end of this module, students are expected to be able to:

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

Module 2

At the end of this module students are expected to be able to:

- receive guests at the Front Desk or restaurant reception

- ask for information
- explain services and facilities
- politely respond to guests when unable to help.

Module 3

At the end of this module students are expected to be able to:

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

Module 4

At the end of this module students are expected to be able to:

- deal with complaints
- process bills
- deal with payment problems.

Suggested hours of learning:

- 30 hours

Recommended for:

- ✓ Students intending to work in the hospitality industry
- ✓ Students already working in the hospitality industry