

# English for Hospitality

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**Level:** CEFR A2 – B1 | TOEIC® 337 to 542\*

**Number of Lessons:** 30 (Digital)

**Lesson Duration:** Approx. 45 mins

**English for Hospitality** is designed for learners from A2 – B1 level who need to improve their English ability to work in the hospitality sector or tourism industry. It is suitable for staff working in front office positions in hotels or those finishing vocational training. It is also suitable for people working in any tourism related role.

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**Lesson Duration:** Approx. 45 mins

**Key Content:**

Checking in and out (procedures, services, directions); Phone calls – front office (reservations, enquiries, explaining facilities); Managing guests' needs (dealing with complaints and special requests), Work life (duties and responsibilities, procedures and systems)

\*TOEIC® is a registered trademark of the Educational Testing Service (ETS). English for Hospitality is not endorsed or approved by ETS.

## About English for Hospitality

**English for Hospitality** is a highly practical ESP course that is designed to prepare learners to work in the hospitality industry and to communicate confidently in a variety of common situations that arise with guests, visitors and tourists.

It is suitable for both in-work and pre-work learning environments and covers typical situations that staff will encounter on a day-to-day basis. There is an emphasis on authentic, real-life language that can be immediately used either face-to-face, or on the telephone.



## Focus on function

The course has a strong emphasis on functional skills and building the knowledge and use of tourism specific vocabulary. Learners will also improve their oral skills through regular practice aimed at developing international intelligibility.

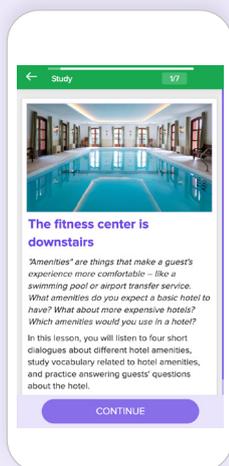
Exposure to a wide variety of English accents (both native and non-native) helps users develop confidence when dealing with visitors from around the world, and record and playback activities provide valuable practice with appropriate language and responses in a variety of common hotel scenarios.

## Key Features:

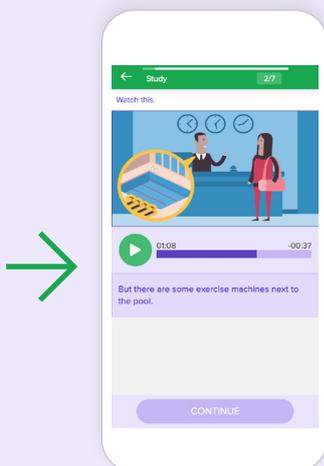
- Typical situations that staff will encounter in a hospitality environment
- Language that has been checked and validated by hospitality professionals
- A functional syllabus aligned to the most common interactions in hotel and tourist office settings
- Skills practice in speaking, listening and pronunciation
- Extensive use of listening material that features guests and visitors speaking in different accents
- Record and playback activities for learners to practise communicating in a variety of different situations that are typical of hospitality work
- Vocabulary building exercises to increase range and control of both common phrases and technical words related to hospitality and tourist information services

## Lesson Flow

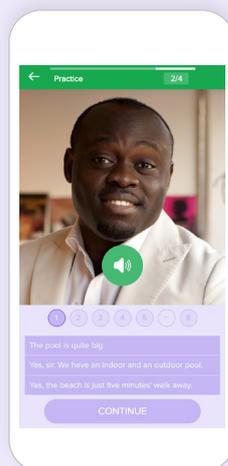
Lessons follow a systematic structure, and are broken down into short sections. Students can begin a lesson, take a break and simply pick up where they left off.



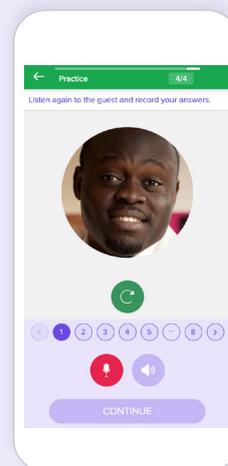
Each lesson begins with a warmer to introduce the lesson topic and outline lesson aims.



Industry specific words and phrases are practised regularly with the support of video and pictures to aid understanding.



Pronunciation practice, with record and playback functions help build confidence and intelligibility.



Dynamic, interactive role-plays help learners with appropriate responses in common situations.

## Currently available lessons

Checking in: the process

Filling in forms

Dealing with communication problems

Checking in: dealing with questions

Explaining breakfast options

Offering to help

Talking about hotel amenities

Giving directions

Checking out

Writing messages

Dealing with telephone reservations (1)

Dealing with telephone reservations (2)

Describing features of a room

Dealing with room enquiries

Talking about leisure activities

Offering business facilities

Responding to requests

Assisting families with children

Answering questions about wheelchair access

Emergency notices

Handling complaints about rooms

Handling more serious complaints

Telling guests about local attractions

Directing guests to local attractions

Talking about duties

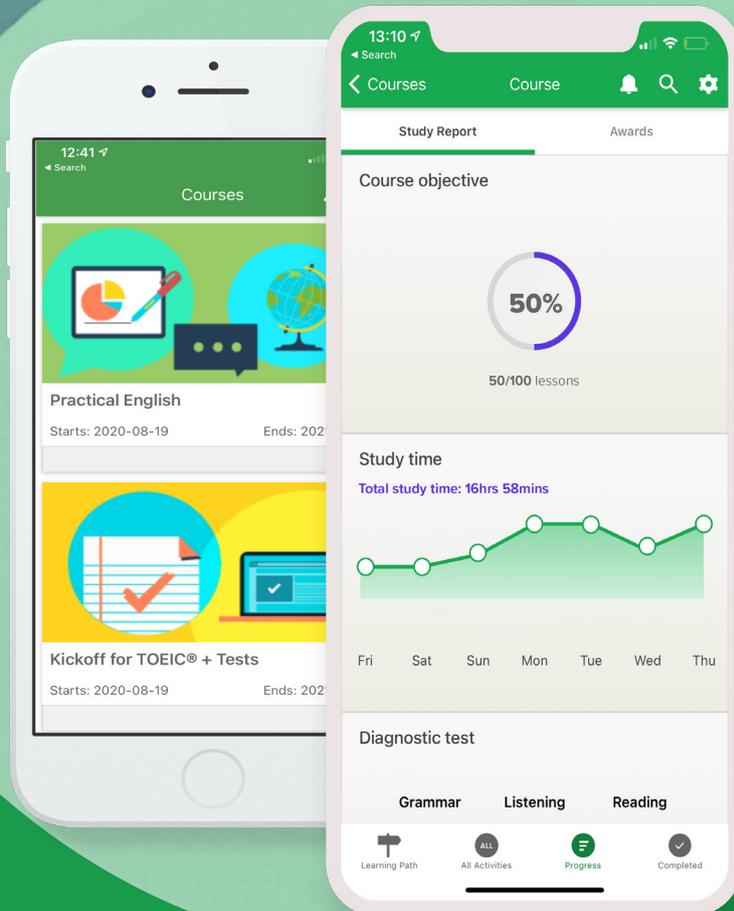
Explaining different jobs

Reading policies and procedures

Replying to online messages

Dealing with emergencies

Being successful at work



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