

Hospitality English Course

The tourism and travel market is constantly developing. Because of this, the industry is a highly competitive one. However, this course offers you the added confidence to succeed in this fast-paced profession with its emphasis on customer focused and industry specific issues. The Hospitality English course will ensure that you are equipped to deal with all challenges your profession presents.

Working on your general communication skills, you will also be introduced to a range of high frequency vocabulary used in the hospitality industry. The course will cover general as well as more specific aspects presented in a workplace context relevant to a variety of roles - from front desk to housekeeping, guest relations to hotel management.

Who is this course for?

Anyone who is currently working in the hospitality/tourism sector such as hotel managers, sales consultants, reservation clerks, or tourist management guides.

What are the course requirements?

We ask that you complete a short Needs Analysis. We may also ask for an online video assessment (eg. Skype) to establish your motivations and goals and to ascertain your level of English (B2 Upper Intermediate or above is ideal).

How long can I take this course for?

The course is as flexible as you need it to be. You can take it for as little as 1 week or for several months. Classes begin on the first Monday of any month and you can choose a time that is convenient to you - a morning class (9.15-12.30) or an afternoon class (12.40-16.35), or a combination of both.

What topics are covered in this course?

Travel

- Holiday booking processes
- Inventories and itineraries
- Visa application processes
- Branding (destination branding), marketing and advertising

Tourism

- Cultural expectations
- Demographic
- Key workers and their roles in the industry

In a hotel

- Hotel terms
- Descriptions of jobs and their roles
- Interpretation skills
- Telephone skills

Because of the diversity of positions within the industry the course can be adapted specifically to suit students' professional requirements from primary language functions such as requesting, refusing, confirming to sales, presentations and report writing skills. By the end of the course, you will be able to enjoy the added opportunities your career has to offer, safe in the knowledge you have the correct skills and vocabulary to give you a winning edge.