



Atención al cliente en inglés en el servicio de restauración (FCO02)

Sku: PC103

Horas: 40

Formato: HTML

OBJETIVOS

The objective of this course is to learn how to communicate with one or more interlocutors in relation to dealing with work situations in the catering sector.

CONTENIDOS

Unit 1: Welcoming clients, introductions, courtesy and farewells 1. **Useful expressions and vocabulary** Function: Arriving at a restaurant. Receiving and accomodating clients. Restaurant customer service. 2. **Practice in context** Function: Ordering in a restaurant Arriving at a restaurant Greetings and farewells 3. **Test** **Unit 2: Compaints and apologies** 4. **Useful expressions and vocabulary** Function: Complaints. Apologies. Requests. 5. **Practice in context** 6. **Test** **Unit 3: Explaining and recommending dishes** 7. **Useful expressions and vocabulary - Food basics** Function: Food basics. Explaining food. Kitchen appliances. 8. **Useful expressions and vocabulary - Snacks** Function: Table essentials. Snacks. 9. **Practice in context - Basics and snacks** 10. **Useful expressions and vocabulary - Starters** Function: Starters. Seafood. Vegetables. 11. **Useful expressions and vocabulary - Main courses** Function: Taking orders. Kinds of meat. Meat products. Kinds of fish. 12. **Practice in context - Starters and main courses** 13. **Test** **Unit 4: Explaining and recommending desserts and drinks** 14. **Useful expressions and vocabulary - Desserts** Function: Desserts. Sweet ingredients. Nuts. 15. **Practice in context – Desserts** 16. **Useful expressions and vocabulary - Drinks** Function: Non-alcoholic drinks. Alcoholic drinks. Drink ordering. Tools. 17. **Practice in context – Drinks** 18. **Test** **Unit 5: Money matters** 19. **Useful expressions and vocabulary** Function: Paying the bill. Currencies. 20. **Practice in context** 21. **Test** **Unit 6: Providing information, making reservations and managing orders** 22. **Useful expressions and vocabulary - Making reservations** Function: On the telephone. Reservation. 23. **Practice in context - Making reservations** 24. **Useful expressions and vocabulary - Menus, leaflets and letters** Function: Menus Leaflets Letters 25. **Practice in context** **Unit 7: Giving directions and communicating with your colleagues** 26. **Useful expressions and vocabulary - Directions** Function: Directions on the street. Directions in the restaurant. 27.

Practice in context 28. Useful expressions and vocabulary - Staff 29. Practice in context 30. Test