



## 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**