



English for customer service in the catering sector

Sku: PC376

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

Useful expressions and vocabulary

Function:

Arriving at a restaurant.

Receiving and accomodating clients.

Restaurant customer service.

Practice in context

Function:

Ordering in a restaurant

Arriving at a restaurant

Greetings and farewells

Test

Unit 2: Complaints and apologies

Useful expressions and vocabulary

Function:

Complaints.

Apologies.
Requests.

Practice in context

Test

Unit 3: Explaining and recommending dishes

Useful expressions and vocabulary – Food basics

Function:
Food basics.
Explaining food.
Kitchen appliances.

Useful expressions and vocabulary – Snacks

Function:
Table essentials.
Snacks.

Practice in context – Basics and snacks

Useful expressions and vocabulary – Starters

Function:
Starters.
Seafood.
Vegetables.

Useful expressions and vocabulary – Main courses

Function:
Taking orders.
Kinds of meat.
Meat products.
Kinds of fish.

Practice in context – Starters and main courses

Test

Unit 4: Explaining and recommending desserts and drinks

Useful expressions and vocabulary – Desserts

Function:
Desserts.
Sweet ingredients.
Nuts.

Practice in context – Desserts

Useful expressions and vocabulary – Drinks

Function:
Non-alcoholic drinks.
Alcoholic drinks.
Drink ordering.
Tools.

Practice in context – Drinks

Test

Unit 5: Money matters

Useful expressions and vocabulary

Function:
Paying the bill.
Currencies.

Practice in context

Test

Unit 6: Providing information, making reservations and managing orders

Useful expressions and vocabulary – Making reservations

Function:
On the telephone.
Reservation.
Practice in context – Making reservations

Useful expressions and vocabulary – Menus, leaflets and letters

Function:
Menus
Leaflets
Letters

Practice in context

Unit 7: Giving directions and communicating with your colleagues

Useful expressions and vocabulary – Directions

Function:

Directions on the street.

Directions in the restaurant.

Practice in context

Useful expressions and vocabulary – Staff

Practice in context

Test