

## Module: Receptionists and Hotel Workers

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**Sku:** PC304

**Horas:** 20

**Formato:** HTML

### OBJETIVOS

This course is directed at all students who want to acquire the language skills needed to work in hotels and to become hotel receptionists. It provides the student with all the necessary linguistic capabilities and vocabulary to both understand and produce oral and written messages at an intermediate level in English. This course provides opportunities for the learner to see and use the professional language heard in typical situations by guests, customers and suppliers to the tourist service. Throughout the course, the learner will come across a variety of realistic scenarios where they will need to use the appropriate communicative strategies in order to deal with the situations effectively. The course presents hypothetical tourist sector clients and customers who write, appear in person and speak over the phone. The learner will respond to each situation by using the phone, booking forms, contracts, customer satisfaction surveys and email appropriately. By the end of this intermediate course, the learner will be able to express themselves fluently with customers and suppliers on topics relevant to a tourist industry customer service professional.

### CONTENIDOS

#### Receptionists and Hotel Workers

##### Guests and Tourists I

On successfully completing this lesson the learner will be able to describe the main services and facilities on offer to tourists. They will become familiar with typical customer requirements and requests as well as how to give and follow instructions. The aim is that learners become familiar with both the audio and written forms of these common requirements so as to feel comfortable in all situations.

##### Guests and Tourists II

On successfully completing this second lesson the learner will have practised describing the main services and facilities on offer to tourists. They will be familiar with typical customer requirements and requests as well as giving and following instructions. The aim is that

learners become familiar with both the audio and written forms of these common requirements so as to feel comfortable in all situations.

### Receptionists & Hotel Workers I

On successfully completing this lesson the learner will be able to give basic information about the services they offer and the main responsibilities and duties receptionists carry out. The learner will be able to ask about and understand what a customer requires and carry out their instructions appropriately.

### Receptionists & Hotel Workers II

On successfully completing this lesson the learner will be able to give basic information about the services they offer and the main responsibilities and duties receptionists carry out. The learner will be able to ask about and understand what a customer requires and carry out their instructions appropriately.

### The hotel receptionist – Typical Situation

In this lesson, the learner will demonstrate their understanding of a typical conversation between guests and reception staff at a hotel. The learner will listen to the conversation and test their comprehension of the situation by answering multiple-choice questions. The learner will complete a booking form with information from the conversation.

### Hotel Services I

On successfully completing this lesson the learner will be able to give basic information about the services the hotel offers. The learner will be able to ask about and understand what a customer requires and carry out their instructions appropriately.

### Hotel Services II

On successfully completing this lesson the learner will be able to give basic information about the services the hotel offers. The learner will be able to ask about and understand what a customer requires and carry out their instructions appropriately.

### Customer service and satisfaction

On successfully completing this lesson, the learner will be able to listen to a guest describe her/his satisfaction with the services and facilities they have used during their stay. The learner will be able to understand and take note of the information the client gives.

### The hotel – Dialogue Questions

In this lesson the learner will demonstrate their understanding of the topics from the previous lessons by responding appropriately to the questions the tutor asks.

## Checking into a hotel – Typical Situation

This lesson takes a practical approach to using English in realistic situations. The student will participate in a real-life scenario, similar to one they would experience in their working life. In this lesson, the student will be introduced to new vocabulary, then, once the exercise has been completed, they will have an opportunity to practise this new vocabulary.

## The Hotel – You've got mail

The student will attend a class where a teacher will pose questions and activities to the student. The student will interact with the teacher through guided dialogues.

## Receptionists and Hotel Workers – Course test

In this exercise, the learner will test their understanding of the key topics seen in the first part of the course. They will select the best answers to the questions that follow each text. This test can be used to diagnose any weaker areas that need to be reviewed.