

Module: Receptionists and Hotel Workers

Sku: PC304

Horas: 30

Formato: HTML

OBJETIVOS

This course is directed at al students who want to acquire the language ski ls needed to work in hotels and to become hotel receptionists. It provides the student with a l 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 wi l come across a variety of realistic scenarios where they wi l 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 wi l 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 wi l be able to express themselves fluently with customers and suppliers on topics relevant to a tourist industry customer service professional.

CONTENIDOS

Unit 1

Questions

In this lesson learners watch videos which show how to form indirect questions and use them in a polite, formal context.

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 ashow to give and follow instructions. The aim is thatlearners 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 aswell as giving and following instructions. The aim is thatlearners become familiar with both the audio and written forms of these common requirements so as to feel comfortable in all situations.

Writing assignment - Making an enquiry

In this lesson learners write a short email to enquire about various hotel facilities.

Speaking assignment - Vocabulary

In this lesson learners record themselves defining words from the unit.

Pronunciation assignment - Resort hotel

In this lesson learners submit a recording of themselves reading a text.

Role-play: Questions

In this lesson learners practise forming indirect questions.

Unit 2

Talkingabout work

In this lesson learners watch a series of videosshowing ways to talk about work. There is a focus on adjectives to describe personal qualities, as well as expressions to talk about the duties and responsibilities people have.

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.

Writingassignment - Hotel jobs

In this lesson learners write about some different jobs in a hotel.

Speaking assignment - Types of accommodation

In this lesson learners talk about different types of accommodation.

Pronunciation assignment - Typical day

In this lesson learners submit a recording of themselves reading a text.

Role-play: Receptionist interview

In this lesson learners participate in aninterview for a receptionist at a busy hotel.

Unit 3

Hotel facilities

In this lesson learners watch a series of videos which introduce and review some hotel vocabulary as well as show ways to express prohibition, ability and possibility in the context of rules.

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.

Writingassignment - Email

In this lesson learners write a short email in response to some questions.

Speaking assignment - Booking a room

In this lesson learners record themselves answering a series of typical questions about booking a hotel room.

Pronunciation assignment - Receptionist duties **In this lesson learners record themselves reading a text.**

Role-play: Hotel facilities

In this lesson leaners discuss the typical features of hotels and guess specific areas from clues.

Unit 4

Customerservice

In this lesson learners watch videos which show some different customer service situationsand the most appropriate language needed to deal with them effectively.

Customerservice 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.

Writingassingment - Hotel description

In this lesson learners write adescription of ahotel for awebsite.

Speaking assignment - Survey

In this lesson learners write and ask a series ofquestions for acustomer satisfaction survey.

Pronunciation assignment - Common complaints **In this lesson learners record themselves reading a text.**

Role-play: Customer service

In this lesson learners offer solutions toa range ofproblems that may occur in a hotel.

Unit 5

Problems with a reservation

In this lesson learners watch videos showing arealistic situation with abooking error and review the use of reported speech.

The hotel - Master class

Students attend a class where the teacher, who speaks only English, asks questions that the students must answer. The student interacts with the teacher through a series of guided dialogues. In these dialogues studentspractice the appropriate expressions and terms to reserve a room in a hotel. In the second part of the class, students revise the use of possessives. After attending the class, students have to complete a series of comprehension exercises and the dexway system immediatelyevaluates their answers. E.g.: pronunciation and writing.

The hotel receptionist - Typical Situation

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

Writing assignment - Confirming a booking

In this lesson learners write an email to confirm a telephone booking.

Speaking assignment - Leaving a message

Inthis lesson learners leave a voicemail for a colleague.

Pronunciation assignment - Reservations

In this lesson learners record themselves reading a text.

Role-play: Booking ahotel room - receptionist

In this lesson learners practise taking a reservation at a hotel as well asasking and answering questions.

Unit 6

Tourist information

Inthis lesson learners watch videos which presentan extensive range of vocabulary and expressions to use when describing tourist

attractions and accessible facilities.

Checking into ahotel - 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 studentwill be introduced to new vocabulary, then, once the exercise has been completed, they will have an opportunity to practise this new vocabulary.

Writingassignment - Tourist attractions

In this lesson learners write about popular tourist attractions.

Speaking assignment - Staff training

In this lesson learners will give instructions about how to check inguests at ahotel.

Pronunciation assignment - The castle

In this lesson learners record themselves reading a text.

Role-play: Sightseeing - tourist information

In this lesson learners make suggestions, answer questions and talk about prices.

Final test

Final test

The final test reviews the key vocabulary covered during the course, providing an opportunity for learners to check their comprehension. Learners will also order a typical conversation between a receptionist and a new gues