



English for Tourist Services

Sku: PC379

Horas: 30

OBJETIVOS

This course provides the student with sufficient expressions and vocabulary to be able to successfully manage interactions, typical of the workplace, with English-speaking visitors. The course focuses on dealing with clients, being courteous, managing problems, bills and basic administrative duties, as well as looking at other areas that are important in the tourist sector. The lessons are based on realistic situations with listening practice and vocabulary input. Learners continue to extend their communication skills with exercises based on taking messages and written formal and informal correspondence. The focus remains on typical situations such as: choosing a conference venue, buying or renting a vehicle, ordering in a restaurant and using public transport. There are examples as well as practical tasks in which the student will produce the target language. There are also grammar revision exercises dealing with comparative and superlative structures, modal verbs, simple and continuous in the present and past, all set in the context of tourism and dealing with the public.

CONTENIDOS

Dealing with Clients

Useful Expressions & Vocabulary

- Courtesy, making requests, interrupting, confirming
 - Expressions for polite and effective interaction with clients
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Grammar Focus

- Structures for:
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- Courtesy language
 - Making polite requests
 - Interrupting appropriately
 - Confirming information clearly
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Functional Skills

Treatment of Claims or Complaints

- The Complaint – Typical Situations
Function: Dealing with customer complaints
 - Common phrases and approaches for resolving disputes
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Solving an Overbooking Problem

- Listening-based lesson focused on resolving overbooking issues in a hotel context
Function: Applying customer service and problem-solving language in real-time
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Administration: Bills and Invoices

- Vocabulary (formal and informal) related to invoices and bills
 - Understanding the function and format of commercial documents
 - Dialogues and listening exercises to practice pronunciation and comprehension
 - Practice with numbers and basic calculations in business contexts
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Test Exercises

- Activities to review and consolidate:
 - Courteous communication
 - Requesting and confirming information
 - Handling complaints
 - Solving service-related problems
 - Understanding invoices and general administrative tasks

Hotel Bookings & Business Communication

Administration: Taking Messages

Relevant Vocabulary

- phone message
- caller
- certainly
- to call back
- to wish
- to be convenient
- to see face to face / in person
- to leave a message
- to be unavailable

- to postpone
- it is personal

Skills Covered

- Understanding the format and purpose of phone messages
 - Listening and transcription of key business-related calls
 - Dialogues and practice exercises for recording accurate phone messages
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Telephone Communication

Review Lesson

- Recap of useful telephone expressions
 - Focus on clarity, politeness, and appropriate register in calls
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Written Correspondence

Function: Written Correspondence

- Introduction to formal emails and letters
 - Typical expressions, structure, and layout
 - Distinctions between formal and informal tone
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Choosing a Conference Venue

Functions & Grammar

- Expressing preferences
 - e.g. far better/worse than, way too + adjective
 - Comparing venues and facilities through role-play
 - First Conditional for discussing consequences
 - e.g. If we choose Venue A, we will have more space.
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Test Exercises

- Activities to consolidate:
 - Taking and transcribing messages
 - Effective telephone communication
 - Formal and informal written business communication
 - Expressing preferences and making conditional comparisons

Sightseeing & Moving Around

Sightseeing: Recommending Places to Visit

Useful Expressions & Vocabulary

- Must-see / must-visit
 - Hidden gem
 - Guided tour / self-guided
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- Local landmark / popular attraction

Lessons Included

- Recommending Places to Visit
Function: Talking about famous sites, cultural spots, and hidden gems
- Visiting a Brewery
Function: Describing experiences and offering commentary during tours
- Visiting an Art Exhibition
Function: Discussing tastes in art, expressing opinions and preferences

Grammar Focus

- Expressing preferences and recommendations
- Using adjectives to describe places (impressive, crowded, peaceful...)

Test Exercises

- Activities to consolidate vocabulary and functions related to sightseeing and cultural visits

Moving Around: Transport and Directions

Getting Around

- Function: Asking for and giving directions
- Vocabulary: Means of transport, prepositions of movement, place and location
- Structures: The imperative for giving directions (e.g., "Turn left", "Go straight")

Renting and Buying a Vehicle

- Function: Describing and comparing vehicles, discussing conditions of rental or purchase
- Grammar: Comparatives and superlatives (e.g., cheaper, faster, more reliable)

Test Exercises

- Activities to reinforce:
 - Directions and movement
 - Transport vocabulary
 - Comparatives and giving instructions

Eating Out & Culture

Eating Out

Food: Useful Expressions & Vocabulary

- Function: Food basics, describing and explaining food items
- Vocabulary: Types of food, meals, kitchen appliances, cooking methods

Practice in Context

- Dialogues and scenarios: ordering food, asking about ingredients, giving preferences
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Presenting and Recommending Dishes

Useful Expressions & Vocabulary

- Function: Interaction with clients — recommending and describing dishes clearly
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- Structures: Using adjectives and food-related phrases (e.g., “spicy”, “locally sourced”, “best served hot”)

Practice in Context

- Role-play examples from restaurant and catering settings
- Focus on natural and polite client interaction

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- Scenario-based practice: customer queries and food service responses
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Test Exercises

- Consolidation of:
 - Vocabulary and functions related to food and eating out
 - Ordering in a restaurant
 - Use of relative pronouns
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Traditions and Culture

Cultural Events

- Topic: Celebrations and festivals in English-speaking countries
- Examples: Thanksgiving, Bonfire Night, St. Patrick’s Day
- Focus: vocabulary, traditions, ways of celebrating

Saying the Date

- Review of:
 - Ordinal numbers (first, second, third...)
 - Months, days, years
 - Formal and informal date formats
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Theatre - Masterclass

- Structure: Immersive English-only guided dialogues
 - Topics: going to the cinema, attending the theatre, discussing cultural habits
 - Skills: Listening comprehension, guided speaking, pronunciation, writing
 - System auto-evaluates responses in real time
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False Friends and Misunderstandings

- Focus:
 - Revision of easily confused structures
 - Common false cognates between English and other languages
 - Cultural misunderstandings
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Test Exercises

- Grammar focus:
 - Ordinal numbers
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- Present simple vs present continuous
- Past simple vs past continuous
- False friends
- Culture-related topics