



## Professional English for Tourism

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**Sku:** PC385

**Horas:** 60

### OBJETIVOS

This course is designed for learners of English (British variant) working in the field of tourism. The main objective of the course is to present a practical usage of the English language in the tourism sector, and to teach learners to communicate in written and spoken English at an advanced level in a wide variety of situations that are typically encountered in this sector. It is recommended that learners have at least an accredited B1 level of English before starting the course.

### CONTENIDOS

#### 1. Management and Marketing of Tourism Services

##### 1.1. Presentation of Tourist Services

What Amenities Does the Resort Have?

- Lexis: Amenities and services
- Function: Presenting services, amenities, and payment information

The Best Hotel Services

- Lexis: Amenities and services
- Function: Making recommendations

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##### 1.2. Management of Destination or Tourist Services Reservations

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## Planning a Holiday

- Video Comprehension: Choosing a holiday, explaining an itinerary
- Grammar: Prepositions of place and time
- Grammar: Indefinite pronouns

## Booking a Railway Ticket

- Lexis: Traveling by train
- Function: Booking a train ticket

## Travelling Adventures 1 – Typical Situation

- Listening Comprehension: Traveling to a hotel
- Language Focus: Structures with "get", conditionals, prepositions

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## 1.3. Issuance of Tickets, Vouchers, and Other Documents Related to the Commercialization of a Tourist Service

### Travel Agency – Typical Situation

- Lexis: 3rd party services
- Function: Organising and booking a business trip
- Function: Offering 3rd party services to clients

### Receptionists & Hotel Workers 1

- Lexis: Hotel jobs and departments

- Function: Talking to hotel staff

## Professional English for Tourism 1/6 – Receptionists & Hotel Workers 2

- Lexis: Hotel jobs and departments
  - Function: Talking to hotel staff
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### 1.4. Negotiation with Providers and Professionals in the Tourism Service Provision Sector

#### Food & Beverage Suppliers

- Lexis: Documentation and suppliers
- Function: Dealing with suppliers

#### Problems with Delivery Suppliers

- Lexis: Documentation and suppliers
  - Function: Dealing with suppliers
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### 1.5. Management of Room Reservations and Other Services of the Hotel Establishment

#### Booking a Hotel Room

- Lexis: Amenities and services
- Function: Providing information about hotel services and amenities

#### Booking Details

- Function: Making a booking

#### The Hotel Receptionist – Typical Situation

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- Function: Processing a hotel room reservation via telephone

## Traveling Adventures 2 – Typical Situation

- Listening Comprehension: Arriving at a hotel
  - Language Focus:
    - To + infinitive vs. -ing
    - Interrogative structures
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## 1.6. Completion of Documents Related to the Management and Marketing of a Hotel Establishment

### Organising a Convention – Typical Situation

- Function: Processing a booking of a function room

### Advertising

- Lexis: Advertising
  - Function: Advertising in tourism
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### Dialogue Questions I

- Activity: Free speaking practice of the topics covered in this unit
  - *(Repeated for reinforcement)*
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### Unit 1 Test

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- Assessment: Learners test their knowledge on the topics covered in this unit

## **2. Providing Tourist Information**

### **2.1. Request for Transfer or Exchange of Information Between Tourist Information Centers**

#### **Leaflets and Guides**

- Reading and Listening: Information about various tourist destinations

#### **Edinburgh**

- Function: Providing tourist information
- Grammar: Uncountable nouns

#### **Guided Tours**

- Listening and Reading: The Sagrada Familia
- Grammar: Passive voice
- Theme: Tourist attractions

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### **2.2. Management of Information on Service Providers, Prices and Rates, and Provision to Customers**

#### **Agreeing Contract Details**

- Function: Agreeing contract details with third parties

#### **Negotiating Contracts for Online Provision 1**

- Lexis: Contracts and documentation
- Function: Dealing with third parties

## Negotiating Contracts for Online Provision 2

- Lexis: Contracts and documentation
  - Function: Dealing with third parties
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## 2.3. Provision of General Information to the Client about Destinations, Routes, Weather, Surroundings and Leisure Options

### Weather

- Lexis: Weather collocations

### Itineraries

- Function: Providing information about tourist destinations/attractions
- Reading: Information leaflet

### At the Clinic – Typical Situation

- Listening Comprehension: At the clinic
- Language Focus: Word formation, accuracy

### Back to Full Health – Typical Situation

- Listening Comprehension: Back to full health
  - Language Focus: Word formation, *to + infinitive* vs. *-ing*
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## 2.4. Preparation of Lists of Natural Resources, Sports, Recreational Activities, and Itineraries

### Transport

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- Reading Comprehension: Using public transport
- Lexis: Public transport
- Grammar: *on* vs. *by*

### Types of Holiday

- Lexis:
  - *go + collocations* (e.g., go to the beach, go for a walk, go by plane)
  - *verb + noun collocations* (e.g., stay at a campsite, sunbathe on the beach)

### Holiday Destinations

- Reading and Listening Comprehension
- Lexis: Holiday activities

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## 2.5. Information on Environmental Legislation and Its Impact on Tourism and Leisure

### Planning to Visit the Park

- Lexis: National parks
- Function: Providing information about tourist destinations/attractions

### Tourism – Master Class

- Virtual Class: Tourism
  - Language Focus: Tourist experiences, ecotourism
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## 2.6. Promoting Customer Awareness for Environmental Conservation

### A Hotel Leaflet

- Lexis: Environment
- Reading: A hotel leaflet / Being eco-friendly

### Holiday Reviews

- Lexis: Adjectives for describing places
- Grammar: Indefinite pronouns (something, anything, etc.)

### We've Made It to the Van – Typical Situation

- Listening Comprehension: We've made it to the van
- Lexis: Nature
- Language Focus: Question forms, “looking” verbs, *so* vs. *such*

### Good to Be Alive – Typical Situation

- Listening Comprehension: Good to be alive
  - Lexis: Geography, natural surroundings
  - Language Focus:
    - Conditional structures
    - *to + infinitive* vs. *-ing*
    - “get”
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## 2.7. Collecting Customer Feedback on Tourist Accommodation Services

### Customer Service and Satisfaction

- Function: Filling out a customer satisfaction survey

### Filling in the Customer Satisfaction Questionnaire

- Lexis: Courtesy / satisfaction
  - Function: Asking for customer feedback
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### Dialogue Questions I

- Activity: Free speaking practice of the topics covered in this unit
  - *(Repeated for reinforcement)*
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### Unit 2 Test

- Assessment: Learners test their knowledge on the topics covered in this unit

## 3. Tourist Information Services

### 3.1. Specific Terminology in Tourist Relations with Clients

#### Flights and Airports

- Lexis: Flights and airports
- Function: Expressing rules

#### Flying Away – Typical Situation

- Function: Conversations at an airport
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### At Customs, During the Flight – Typical Situation

- Function: Dealing with travelers at an airport

### At the Airport – Typical Situation

- Listening Comprehension: At the airport
  - Lexis: Paperwork, identification
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## 3.2. Usages and Habitual Structures in Client or Consumer Service

### Everyday Communication in a Tourist Establishment

- Function: Speaking to members of staff in a tourist establishment

### Megan Checks In

- Function: Checking in
- Grammar: "I'd like"

### Megan Checks Out

- Function: Checking out
- Grammar: Adverbs vs. Adjectives
- Function: Recognising and using formal/informal registers

### Checking In and Out of a Hotel – Typical Situation

- Function: Dealing with hotel guests
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## 3.3. Differentiation of Formal and Informal Styles in Oral and Written Tourist Communication

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## Applying for a Job in the Tourism Sector

- Function: Applying for a job, attending a job interview

## Service Experience at The Highland Parks Hotel

- Function: Dealing with business customers

## The Happy Hostel

- Listening and Reading Comprehension: London City Profile
  - Lexis: Buildings and places
  - Listening Comprehension: The Happy Hostel
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## 3.4. Handling Customer Complaints and Claims

### The Complaint – Typical Situation

- Function: Dealing with complaints

### Trouble Abroad – Typical Situation

- Scenario: Stolen credit card and passport
  - Function: Providing assistance and information after a crime or incident
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## 3.5. Simulated Customer Service Situations and Claim Resolution

### Reporting Lost Property

- Function: Dealing with lost property claims

### Directions

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- Function: Giving directions
- Grammar: *In the end* vs. *At the end*

### The Concert – Typical Situation

- Listening Comprehension: The concert
  - Function: Checking out, providing information and advice to hotel guests
  - Language Focus: Confusing words, *used to + infinitive*
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## 3.6. Communication and Customer Service in Case of Accident

### Visitors Insurance

- Function: Attending to customers following an accident

### Dealing with an Accident & Insurance Claim

- Function: Dealing with an insurance company

### First Aid

- Lexis: Symptoms, illnesses, treatments
- Function: Dealing with emergency services

### At the Hotel – Typical Situation

- Lexis: Illnesses and symptoms
- Listening Comprehension: At the hotel

### A Bit Better – Typical Situation

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- Listening Comprehension: A bit better
  - Language Focus: Conjunctions, present perfect
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#### Dialogue Questions I

- Activity: Free speaking practice of the topics covered in this unit
  - *(Repeated for reinforcement)*
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#### Unit 3 Test

- Assessment: Learners test their knowledge on the topics covered in this unit

#### End of Course Test

- Assessment: Learners complete exercises to test their knowledge of topics covered throughout the course