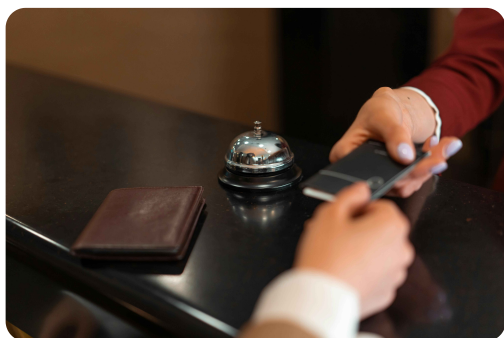


## AI English: Receptionists and Hotel Workers

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**Sku:** PC561

**Horas:** 30

**Formato:** HTML

### OBJETIVOS

This course is directed at all students who wish to acquire the language skills needed to work in hotels or to become hotel receptionists. It provides the student with all the necessary linguistic skills and vocabulary to both understand and produce oral and written messages at an intermediate level in English. The learner will be given opportunities to see and use the professional language heard in typical situations by guests, customers and suppliers. 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 different scenarios effectively. The hypothetical situations focus on tourist sector clients and customers in a range of situations. The learner will respond to each situation by using the phone, booking forms, contracts, customer satisfaction surveys and email appropriately. By the end of the course, the learner will be able to express themselves fluently with customers and suppliers on topics relevant to the tourism and customer service sectors. Each unit has a video lesson and specific tasks to recycle the topics covered and to practise individual skills: writing, speaking and pronunciation. These tasks are followed by an AI-led role-play in which the learner has the opportunity to practise more freely.

### CONTENIDOS

#### Unit 1

- Questions
- Guests and Tourists I
- Guests and Tourists II
- Writing assignment – Making an enquiry
- Speaking assignment – Vocabulary
- Pronunciation assignment – Resort hotel
- Role-play: Questions

## **Unit 2**

- Talking about work
- Receptionists & Hotel Workers I
- Receptionists & Hotel Workers II
- Writing assignment – Hotel jobs
- Speaking assignment – Types of accommodation
- Pronunciation assignment – Typical day
- Role-play: Receptionist interview

## **Unit 3**

- Hotel facilities
- Hotel Services I
- Hotel Services II
- Writing assignment – Email
- Speaking assignment – Booking a room
- Pronunciation assignment – Receptionist duties
- Role-play: Hotel facilities

## **Unit 4**

- Customer service
- Customer service and satisfaction
- The hotel – Dialogue Questions
- Writing assignment – Hotel description
- Speaking assignment – Survey
- Pronunciation assignment – Common complaints
- Role-play: Customer service

## **Unit 5**

- Problems with a reservation
- The hotel – Master class
- The hotel receptionist – Typical Situation
- Writing assignment – Confirming a booking
- Speaking assignment – Leaving a message
- Pronunciation assignment – Reservations
- Role-play: Booking a hotel room – receptionist

## **Unit 6**

- Tourist information
- Checking into a hotel – Typical Situation
- Writing assignment – Tourist attractions
- Speaking assignment – Staff training
- Pronunciation assignment – The castle
- Role-play: Sightseeing – tourist information

