

English for the hotel industry

Profil uczestników: Szkolenie adresowane jest do: Pracowników Recepcji Pracowników odpowiedzialnych za bezpośredni kontakt z Klientami Pracowników Działów oraz wszystkich, którzy pragną doskonalić swoją znajomość języka angielskiego w celu wykorzystania jej w pracy zawodowej.

Wymagania wstępne: Wymagana podstawowa znajomość języka angielskiego.

Program

1. Introductions

- names, spellings, jobs, countries, nationalities,
- questions and answers,
- spelling.

2. The check-in

- confirmation letter,
- dealing with changes in bookings;
- checking in,
- check-in dialogue,
- room booking by email.

3. The hotel bedroom

- describing differences in hotel bedrooms,
- bedroom objects in standard and luxury rooms,
- designing a hotel bedroom.

4. Bathroom and porter

- designing a hotel bathroom,
- range of bathroom objects,
- porter taking guests to their room,
- describing luggage colour, size and shape,
- polite offers and questions,
- dialogue between porter and guests.

5. Services in the hotel

- giving openings and closing times of hotel services,
- discussion about most important services,
- vocabulary of hotel services,
- questions and answers about services in the hotel.

6. Location of facilities

- explaining where services are,
- giving directions in and near the hotel,
- understanding requests for directions.

7. Room services

- taking, checking and correcting room service orders,
- explaining availability and non-availability of services,
- checking food orders,

- apologising and giving reasons,
- dealing with room services in the hotel.

8. Problems and solutions

- understanding guests' problems during their stay,
- offering solutions,
- dealing with problems and solutions in the hotel,
- writing instructions.

9. Taking bar orders

- taking bar orders,
- dealing with different types of payment,
- conversations in the hotel bar,
- offering choices of drinks,
- welcoming guests.

10. In the restaurant

- taking orders,
- recommending and explaining dishes,
- recommending specific wines,
- describing desserts,
- taking orders,
- suggesting dishes,
- describing items on the menu,
- dealing with the bill.

11. Places to visit

- making suggestions about places to visit,
- describing tourist sights,
- understanding requests for places to visit.

12. Enquiries

- exchange of information on room rates, and conference facilities,
- choosing essential items for conferences,
- room types,
- conference equipment,
- writing letters about room rates and conference facilities,
- answering enquiries.

13. Using the phone

- dealing with phone bookings and problems,
- apologising, and offering alternatives,
- dealing with phone messages,
- responding to phone bookings,
- taking different types of phone messages.

14. The check-out

- presenting the hotel bill,
- methods of payment,
- explaining specific items,
- tipping,
- saying goodbye.