

Professional English for Tourism

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.

1. Management and Marketing of Tourism Services ▶
 - 1 1.1. Presentation of tourist services: What amenities does the resort have? ▶
 - 2 1.1. Presentation of tourist services: The best hotel services ▶
 - 3 1.2. Management of destination or tourist services reservations: Planning a Holiday ▶
 - 4 1.2. Management of destination or tourist services reservations: Booking a railway ticket ▶
 - 5 1.2. Management of destination or tourist services reservations: Travelling adventures 1 - Typical situation ▶
 - 6 1.3. Issuance of tickets, vouchers and other documents related to the commercialization of a tourist service: Travel agency - Typical situation ▶
 - 7 1.3. Issuance of tickets, vouchers and other documents related to the commercialization of a tourist service: Receptionists & Hotel Workers 1 ▶
 - 8 1.3. Issuance of tickets, vouchers and other documents related to the commercialization of a tourist service: Receptionists & Hotel Workers 2 ▶
 - 9 1.4. Negotiation with providers and professionals in the tourism service provision sector: Food & Beverage Suppliers ▶
 - 10 1.4. Negotiation with providers and professionals in the tourism service provision sector: Problems with Delivery Suppliers ▶
 - 11 1.5. Management of room reservations and other services of the hotel establishment: Booking a hotel room ▶
 - 12 1.5. Management of room reservations and other services of the hotel establishment: Booking details ▶
 - 13 1.5. Management of room reservations and other services of the hotel establishment: The hotel receptionist - Typical situation ▶
 - 14 1.5. Management of room reservations and other services of the hotel establishment: Travelling adventures 2 - Typical situation ▶
 - 15 1.6. Completion of documents related to the management and marketing of a hotel establishment: Organising a convention - Typical situation ▶
 - 16 1.6. Completion of documents related to the management and marketing of a hotel establishment: Advertising ▶

- 17 Dialogue Questions I ▶
- 18 Dialogue Questions II ▶
- 19 Dialogue Questions III ▶
- 20 Unit 1 Test ▶
- 2. Providing Tourist Information ▶
- 21 2.1. Request for transfer or exchange of information between centers or networks of tourist information centers: Leaflets and guides ▶
- 22 2.1. Request for transfer or exchange of information between centers or networks of tourist information centers: Edinburgh ▶
- 23 2.1. Request for transfer or exchange of information between centers: Guided tours ▶
- 24 2.2. Management of information on service providers, prices and rates and provision to customers: Agreeing Contract Details ▶
- 25 2.2. Management of information on service providers, prices and rates and provision to customers: Negotiating Contracts for Online Provision 1 ▶
- 26 2.2. Management of information on service providers, prices and rates and provision to customers: Negotiating Contracts for Online Provision 2 ▶
- 27 2.3. Provision of general information to the client about destinations, routes, weather conditions, surroundings and leisure possibilities: Weather ▶
- 28 2.3. Provision of general information to the client about destinations, routes, weather conditions, surroundings and leisure possibilities: Itineraries ▶
- 29 2.3. Provision of general information to the client about destinations, routes, weather conditions, surroundings and leisure possibilities: At the clinic - Typical situation ▶
- 30 2.3. Provision of general information to the client about destinations, routes, weather conditions, surroundings and leisure possibilities: Back to full health - Typical situation ▶
- 31 2.4. Preparation of lists of natural resources in the area, sports and / or recreational activities and itineraries: Transport ▶
- 32 2.4. Preparation of lists of natural resources in the area, sports and / or recreational activities and itineraries: Types of holiday ▶
- 33 2.4. Preparation of lists of natural resources in the area, sports and / or recreational activities and itineraries: Holiday Destinations ▶
- 34 2.5. Information on environmental legislation that affects the environment and the leisure activities that are carried out within its framework: Planning to visit the park ▶
- 35 2.5. Information on environmental legislation that affects the environment and the leisure activities that are carried out within its framework: Tourism - Master class ▶
- 36 2.6. Customer awareness in the conservation of the environmental resources used: A Hotel Leaflet ▶
- 37 2.6. Customer awareness in the conservation of the environmental resources used: Holiday Reviews ▶
- 38 2.6. Customer awareness in the conservation of the environmental resources used: We've made it to the van - Typical situation ▶

39	2.6. Customer awareness in the conservation of the environmental resources used: Good to be alive - Typical situation	▶
40	2.7. Collection of information from the client about their satisfaction with the tourist accommodation services: Customer service and satisfaction	▶
41	2.7. Collection of information from the client about their satisfaction with the tourist accommodation services: Filling in the customer satisfaction questionnaire	
42	Dialogue questions I	▶
43	Dialogue Questions II	▶
44	Dialogue questions III	▶
45	Unit 2 Test	▶
	3. Tourist Information Services	▶
46	3.1. Specific terminology in tourist relations with clients: Flights and Airports	
47	3.1. Specific terminology in tourist relations with clients: Flying away - Typical situation	▶
48	3.1. Specific terminology in tourist relations with clients: At customs, during the flight - Typical situation	▶
49	3.1. Specific terminology in tourist relations with clients: At the airport - Typical situation	▶
50	3.2. Usages and habitual structures in the tourist attention to the client or consumer: Everyday Communication in a Tourist Establishment	▶
51	3.2. Usages and habitual structures in the tourist attention to the client or consumer: Megan Checks In	▶
52	3.2. Usages and habitual structures in the tourist attention to the client or consumer: Megan Checks Out	▶
53	3.2. Usages and habitual structures in the tourist attention to the client or consumer: Checking in and out of a hotel - Typical situation	▶
54	3.3. Differentiation of styles, formal and informal in oral and written tourist communication: Applying for a job in the tourism sector	▶
55	3.3. Differentiation of styles, formal and informal in oral and written tourist communication: Service Experience at The Highland Parks Hotel	▶
56	3.3. Differentiation of styles, formal and informal in oral and written tourist communication: The Happy Hostel	▶
57	3.4. Treatment of claims or complaints from customers or consumers: The complaint - Typical situation	▶
58	3.4. Treatment of claims or complaints from customers or consumers. Usual situations in customer complaints and claims: Trouble abroad - stolen credit card and passport - Typical situation	▶
59	3.5. Simulation of customer service situations and resolution of claims: Reporting lost property	▶
60	3.5. Simulation of customer service situations and resolution of claims: Directions	▶
61	3.5. Simulation of customer service situations and resolution of claims: The concert - Typical situation	▶
62	3.6. Communication and attention in case of accident with affected people: Visitors insurance	▶

- 63 3.6. Communication and attention in case of accident with affected people:
Dealing with an Accident & Insurance Claim ▶
- 64 3.6. Communication and attention in case of accident with affected people:
First Aid ▶
- 65 3.6. Communication and attention in case of accident with affected people: At
the hotel - Typical situation ▶
- 66 3.6. Communication and attention in case of accident with affected people: A
bit better - Typical situation ▶
- 67 Dialogue Questions I ▶
- 68 Dialogue Questions II ▶
- 69 Dialogue Questions III ▶
- 70 Unit 3 Test ▶
- End of Course Test ▶
- 71 End of Course Test ▶