

Receptionists and Hotel Workers

This course is directed to all students who want to acquire the necessary language skills they need to work at hotels and to become hotel receptionists. It provides the student with all the necessary language skills and vocabulary to both understand and produce oral and written messages of an intermediate complexity in English. This course provides opportunities for the learner to respond professionally to the language used in familiar situations by guests, customers and suppliers to the tourist service by attending satisfactorily to the needs they have. Throughout the course, the learner will come across very many real situations. In these situations the learner has to interpret the communicative aims of the writers and numerous interlocutors to effectively deal with what occurs. These tourist sector clients and customers write, appear in person and speak by phone and the learner has to respond to each situation by using the phone, the fax, booking forms, contracts, customer satisfaction surveys and email appropriately. By the end of this course, the learner will be able to fluently express themselves with customers and suppliers at an intermediate level in a way fitting that of a tourist industry professional in the area of customer service and attention.

Receptionists and Hotel Workers

1 **Commercial and administrative management of tourist services - Guests and Tourists I**

On successfully completing this lesson the learner will be able to describe the principal services and facilities on offer to tourists. The learner will be familiar with typical customer requirements and follow instructions. The learner will be able to recognise the sound and written form of these common requirements and say what they are.

2 **Commercial and administrative management of tourist services - Guests and Tourists II**

On successfully completing this lesson the learner will be able to describe the principal services and facilities on offer to tourists. The learner will be familiar with typical customer requirements and follow instructions. The learner will be able to recognise the sound and written form of these common requirements and say what they are.

3 **Commercial and administrative management of tourist services - Receptionists & Hotel Workers I**

On successfully completing this lesson the learner will be able to give basic information about the service they give and the principal responsibilities and duties receptionists carry out. The learner will be able to ask and understand what the customer desires appropriately and carry out their instructions.

4 **Commercial and administrative management of tourist services - Receptionists & Hotel Workers II**

On successfully completing this lesson the learner will be able to give basic information about the service they give and the principal responsibilities and duties receptionists carry out. The learner will be able to ask and understand what the customer desires appropriately and carry out their instructions.

5 **Commercial and administrative management of tourist services - Typical Situation**

In this lesson the learner will demonstrate their understanding of a typical conversation between guests and reception staff at a hotel. The learner will listen to the conversation and test their comprehension of the situation by answering multiple choice questions. The learner will complete a booking form with information from the conversation.

6 **Commercial and administrative management of tourist services - Hotel Services I**

On successfully completing this lesson the learner will be able to give basic information about the service the hotel gives. The learner will be able to ask and understand what the customer desires appropriately and carry out their instructions.

7 **Commercial and administrative management of tourist services - Hotel Services II**

On successfully completing this lesson the learner will be able to give basic information about the service the hotel gives. The learner will be able to ask and understand what the customer desires appropriately and carry out their instructions.

8 **Commercial and administrative management of tourist services - Customer service and satisfaction I**

On successfully completing this lesson the learner will be able to listen to a guest describe her/his satisfaction with the services and facilities they have used during their stay. The learner will be able to understand and write the information the client gives.

9 **Commercial and administrative management of tourist services - Dialogue Questions**

In this lesson the learner will demonstrate understanding of the topics in the previous lessons by responding appropriately to questions the tutor asks.

10 **Commercial and administrative management of tourist services - Typical Situation: Checking into a hotel**

A practical immersion in the language, in which the student will live through a real life situation, similar to one they would confront in the language which they are learning. In this lesson the student will be introduced to new vocabulary, then, once the exercise has been completed, they will have an opportunity to practice this new vocabulary.

11 **Commercial and administrative management of tourist services - The Hotel. You've got mail**

The student will attend a class where a teacher whose first language is that being taught, will pose questions and activities to the student. The student will interact with the teacher through guided dialogues. At the same time the teacher will evaluate the student user on their performance and inform them of their progress through our very own exclusive dexway method, using text and voice to clarify any specific areas that require attention, such as pronunciation, etc.

12 **Commercial and administrative management of tourist services -
Course test**

In this exercise the learner will test their understanding of the key topics in part one of the course by choosing the best solution to the questions each text has. The learner will be shown their performance and progress made at the end of each exercise.