



ENGLISH FOR HOSPITALITY (104 ORE)

OBIETTIVI: Il corso intende formare linguisticamente chiunque desideri lavorare in front-line in vari contesti di ospitalità e ricevimento, con una clientela talvolta multiculturale, imparando a gestire efficacemente ogni richiesta sia scritta che orale in lingua inglese.

MODULO 1 (teoria)

Welcome – main tricks of English
Face to face with customers and body language
Essential skills for working in hospitality
Hotel departments
Type of rooms and services in a hotel
Front office, back office and concierge: tasks and duties
Present simple and present continuous
Uses of Get
Dealing with challenging situations when working in hospitality
The reception desk
Future tenses (will/present continuous/to be going to)
Business correspondence
Making a reservation: dealing with potential customers
Past simple and past continuous
Useful business acronyms
Present perfect and present perfect continuous
Customer satisfaction
Culture shocks and stereotypes
Dealing with complaints and inquiries
Modal verbs and conditionals
The passive form
How to greet customers and say goodbye



MODULO 2 (pratica)

Telephone etiquette: activities based on typical working situations

Writing business e-mails

How to reply efficiently to requests of information from potential customers

Dealing with several situations in hospitality contexts: activities and exercises

Interactive grammar activities

Speaking practice

Business English listening activities

Group exercises and role plays