



Hotel English

Duration

The English for the Hotel Industry course has a minimum duration of 60 chronological hours.

Main Objective

The goal of the English for the Hotel Industry course is that the student will be able to understand and meet the needs of the students - from the preparation for their arrival (especially when making a reservation) at the hotel to the end of their stay - and thus provide the best service to their clients. The course focuses on the development of the four core skills (writing, reading, listening, speaking) by developing a vocabulary specific to the job, handling various idiomatic expressions and acquiring real oral fluency that allows interaction in technical English in the hotel sector.

Topics

Welcoming Guests	Checking in guests - Finding out what guests need - Giving guests information - Guest with no reservation
Treat and Looking after guest	Explaining things - Finding solutions to problems - Making suggestions - Offering to help - Giving simple directions - Explaining things - Organizing transport - Agreeing to do something
Reservations	Handling reservation inquiries - Taking reservations - Taking credit card details - Changing reservations - Cancelling reservations - Confirming cancellations
Phone calls to reception	Transferring calls within the hotel - Dealing with guests problems - Dealing with a bad phone line - Confirming details - Making information clear
Guest problems	Handling guest complaints - Solving problems - Moving guests to a new room
At breakfast/At the bar	Saying where things are - Offering food and drink - Taking breakfast orders - Taking orders at the bar - Recommending something - Taking payment - Dealing with complaints - Apologizing for mistakes - Explaining the bill
In the restaurant	Welcoming diners - Giving out menus - Taking drink orders - Taking food orders - Explaining dishes - Choosing drinks - Asking about dessert and coffee - Bringing the bill - Handling payment
Housekeeping	Briefing new staff - Explaining Hotel rules - Answering questions - Dealing with requests - Solving problems - Agreeing the come back later
Room service/Guest services	Taking room service orders - Agreeing delivery times - Delivering room service - Ordering thinks for guests - Making appointments - Checking information
Checking out	Checking guests out - Checking ítems on the bill - Saying goodbye - Correcting mistakes on the bill - Apologizing - Keeping guests happy
Emails	Confirming a reservation - Confirming a cancellation - Replying to an inquiry - Responding to positive feedback - Responding to negative feedback
Times	To say dates - To say times/periods of time - To say room numbers - To say telephone numbers - To say prices



Language Services

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