



Hotel English

Duración

El curso especificado en el Inglés hotelero tiene una duración mínima de 60 horas cronológicas.

Objetivo General

El objetivo final del curso de Inglés para el Sector Hotelero es que el participante pueda entender y responder a las necesidades de los clientes - desde la preparación de su llegada (especialmente su toma de reserva) al hotel hasta al final de su estadía – y así entregar el mejor servicio a sus clientes. El curso se enfoca en el desarrollo de las cuatro habilidades por igual (Escribir, Leer, Escuchar, Hablar) desarrollando un vocabulario específico a su oficio, manejando varias expresiones idiomáticas y adquiriendo una real fluidez oral que le permita interactuar en Inglés técnico del sector Hotelero.

Temas abordados

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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