



■ Workplace English For The Travel And Tourism Industry – *Related Services*

Course Objectives

- Build communicative ability and take learners to a level at which they can use linguistic functions fluently in a variety of practical and social situations.
- Develop learners' skills to incorporate the essential language points into both oral and written communication.
- Empower learners with the confidence to express and convey fluently in the language
- Develop a practical understanding of customer service.
- Acquire and practise the ability to function professionally in their roles as players of the industry.

Course Content

Functional and modular with a strong lexical component, learners attain skills through a balanced mix of language work and practice.

Parts of Speech (Elementary to Intermediate)

- a. Sentence essentials and the mechanics
 - b. Grammar essentials
 - c. Word skills/Extending vocabulary
 - d. Proof-reading/Punctuation
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The Guest/Tourist

- a. Being friendly and helpful
 - b. Dealing with enquiries
 - c. Asking questions
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Telephone Skills

- a. Getting and giving information
- b. Giving assistance
- c. Answering enquiries



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Course Content *(cont'd)*

Writing Skills

- a. Internal Operational Communication
(memo, minutes, report)
 - b. External Operational Communication (letter, fax, email)
 - Responding to enquiries
 - Confirming bookings/reservations
 - Accurate Writing
 - Writing an apology
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Problem Solving

- a. Offering assistance
 - b. Dealing with complaints
 - c. Giving advice
 - d. Handling difficult customers
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Effective Customer Relations

- a. Non-verbal strategies
 - b. Active listening skills
 - c. Social skills
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Accommodation

- a. Enquiries and Reservations
 - b. Checking in/out
 - c. Promoting facilities
 - d. Bill payment
 - e. Foreign exchange
 - f. Giving information
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Food and Beverage

- a. Promoting outlets
 - b. Setting up outlets prior to opening hours
 - c. Explaining dishes and beverages
 - d. Taking an order
 - e. General courtesy
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Course Methodology

- 🍃 Mini Lectures
- 🍃 Brainstorming
- 🍃 Group Discussion
- 🍃 Communication Games
- 🍃 Role Plays/Drama
- 🍃 Experimentation
- 🍃 Case Studies
- 🍃 Peer Evaluation
- 🍃 Progress Check
- 🍃 Field Work (Optional)

Who Would Benefit?

Front-liners in the Hospitality industry (all forms of accommodation)

Duration

3 days, 8.30am to 4.30pm

Number Of Participants

Maximum 25

Training Follow-Up

Scheduled follow-up

Certificates

Upon completion of a satisfactory band of Progress Checks

