

# Business English for Specific Needs – Hotel Industry

Period TBA

## Instructor Information

### Instructor

TBA

### Email

[info@viadolorosalanguage.com](mailto:info@viadolorosalanguage.com)

### Office Location & Hours

TBA

## General Information

### Description

The course is for students at the elementary and lower-intermediate levels. Its primary aim is to teach the participants to speak to and understand guests at the hotel where they work, in order to make the guests stay more comfortable and the participants' job more enjoyable.

### Expectations and Goals

The programme is flexible and tailored to the specific personal/ organisational needs of each client. However, core subject areas for the Business English for Hotel Industry course will include:

- Reception work
- Restaurant and bar work
- Answering the phone and taking messages
- Writing short e-mails and letters
- Dealing with guests' problems
- Explaining how things work
- Giving directions inside and outside the hotel
- Suggesting places to visit in the region

### Required Materials

Materials are customized with topics focusing on English for Hotel Industry.

### Optional Materials

Other handouts for participants will be delivered to each during the meetings if necessary.

## Course Schedule

Lesson	Topic	Details
Lesson 1	Introductions	Introductions, names, spelling, jobs, countries, nationalities
Lesson 2	The Check-in	Room booking by emails and telephones, confirmation letters, check-in dialogue, dealing with changes in bookings
Lesson 3	The Hotel Bedroom	Bedroom objects in standard and luxury rooms, asking questions, giving affirmative answers, negatives, describing differences in hotel bedrooms
Lesson 4	Bathroom & Porter	Range of bathroom objects, porter taking guests to their room, preposition of place, describing a hotel bathroom, dialogue between porter and guests
Lesson 5	Services in the Hotel	Vocabulary of hotel services, opening and closing time of services, talking about time, discussion about most important services
Lesson 6	Location of Facilities	Understanding requests for directions, giving directions inside and outside the hotel, explaining where services are
Lesson 7	Room Services	Taking room services orders, understanding availability & non-availability of different services, checking food orders, apologizing & giving reasons, learning past tenses
Lesson 8	Problem & Solutions	Understanding guests' problems during their stay, understanding how things work, dealing with problems & solutions in the hotel, writing instructions
Lesson 9	Taking Bar Orders	Taking orders for drinks, dealing with payment, welcoming: offering drink choices, serving drinks, building conversations in the hotel bar
Lesson 10	In the Restaurant pt. I	Welcoming guests, taking orders for the starter, main course, and drinks, Greeting & seating guests, aperitifs, explaining dishes, describing and recommending dishes in the restaurants
Lesson 11	In the Restaurant pt. II	Dealing with orders for desserts, coffee, correcting mistakes in bill, dialogue about the meal
Lesson 12	Places to Visit	Understanding requests for places to visit, brochure article about cities in Indonesia, describing and recommending places in the region, making suggestions

<b>Lesson</b>	<b>Topic</b>	<b>Details</b>
<b>Lesson 13</b>	<b>Enquiries</b>	Understanding information on room rates, room types, conference equipment, numbers, currencies
<b>Lesson 14</b>	<b>Using the Phone</b>	Responding to phone bookings, taking different types of phone messages, beginning and ending a phone conversation, telephone languages
<b>Lesson 15</b>	<b>The Check-out</b>	Understanding hotel bills in general and specific items on the bill, questions & answers: the hotel bill, saying goodbye to guests
<b>Duration</b>		120 mins / meeting

## Price & Other Details

<b>Program</b>	<b>Investment</b>	<b>Package price</b>
<b>BE – Hotel Industry (min. 10 delegates)</b>	IDR 4,000,0000 / delegate	IDR 40,000,000 / package
<b>BE – Hotel Industry (min. 14 delegates)</b>	IDR 3,850,000 / delegate	IDR 53,900,000 / package
<b>BE – Hotel Industry (min. 16 delegates)</b>	IDR 3,650,000 / delegate (max. 18 delegates)	IDR 58,400,000 / package
<b>Materials</b>		Included