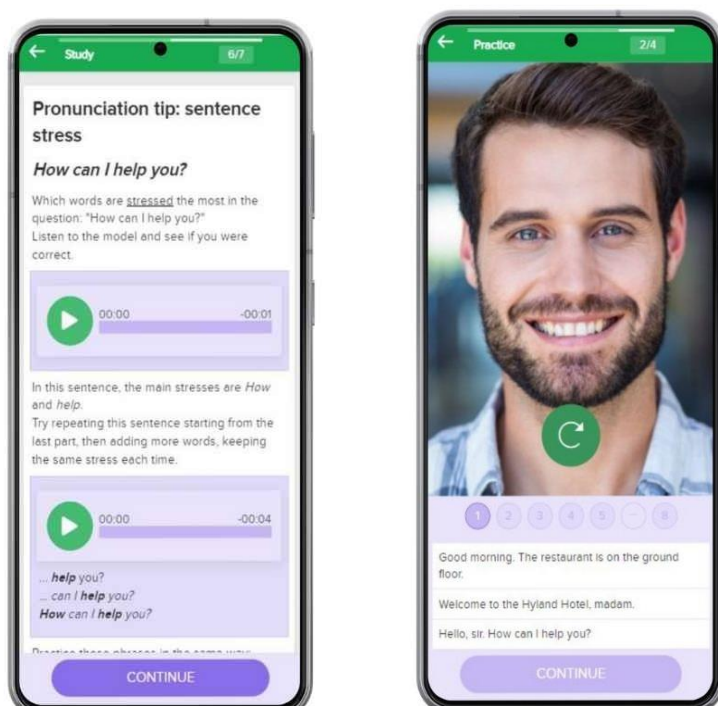


Improve My English for Hospitality

At A Glance

- **Level:** CEFR A2 – B1
- **Number of Lessons:** 30 digital lessons
- **Lesson Duration:** Approx. 45 mins
- **Key Content:** - Checking in and out (procedures, services, directions); Phone calls – front office (reservations, enquiries, explaining facilities); Managing guests' needs (dealing with complaints and special requests), Work life (duties and responsibilities, procedures and systems)
- **Demo Lesson:** [“Talking about hotel amenities”](#)

Improve My English for Hospitality is a highly practical ESP course that is designed to prepare learners to work in the hospitality industry and to communicate confidently in a variety of common situations that arise with guests, visitors and tourists.

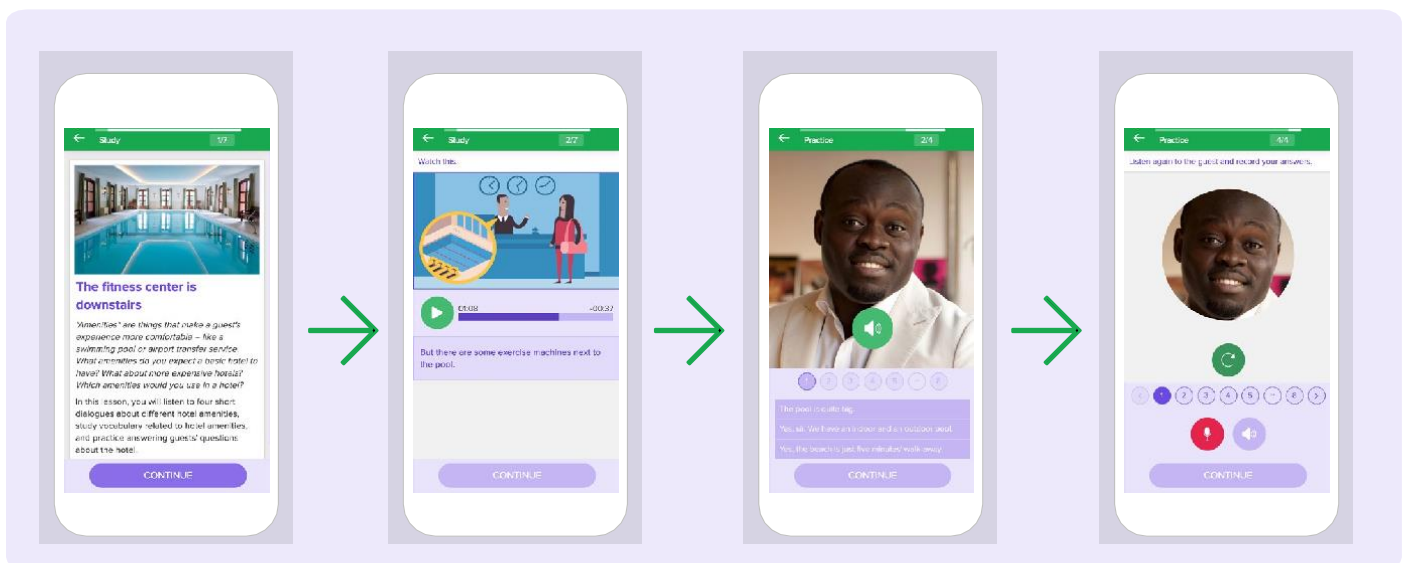


It is suitable for both in-work and pre-work learning environments and covers typical situations that staff will encounter on a day-to-day basis. There is an emphasis on authentic, real-life language that can be immediately used either face-to-face, or on the telephone.

Improve My English for Hospitality has a strong emphasis on functional skills and building the knowledge and use of tourism specific vocabulary. Learners will also improve their oral skills through regular practice aimed at developing international intelligibility.

Exposure to a wide variety of English accents (both native and non-native) helps users develop confidence when dealing with visitors from around the world, and record and playback activities provide valuable practice with appropriate language and responses in a variety of common hotel scenarios.

Lessons follow a systematic structure and are broken down into short sections. Students can begin a lesson, take a break and simply pick up where they left off.



Improve My English for Hospitality offers:

- 30 lessons featuring typical situations that staff will encounter in a hospitality environment.
- Language that has been checked and validated by hospitality professionals.
- Detailed feedback on each activity, plus a full grammar reference to support learning and review.
- A functional syllabus aligned to the most common interactions in hotel and tourist office settings.
- Extensive use of listening material that features guests and visitors speaking in different accents.
- Record and playback activities for learners to practise communicating in a variety of different situations that are typical of hospitality work.
- Vocabulary building exercises to increase range and control of both common phrases and technical words related to hospitality and tourist information services

Lessons:

Lesson Name	Lesson Name
Checking in: the process	Offering business facilities
Filling in forms	Responding to requests
Dealing with communication problems	Assisting families with children
Checking in: dealing with questions	Answering questions about wheelchair access
Explaining breakfast options	Emergency notices
Offering to help	Handling complaints about rooms
Talking about hotel amenities	Handling more serious complaints
Giving directions	Telling guests about local attractions
Checking out	Directing guests to local attractions
Writing messages	Talking about duties
Dealing with telephone reservations (1)	Explaining different jobs
Dealing with telephone reservations (2)	Reading policies and procedures
Describing features of a room	Replying to online messages
Dealing with room enquiries	Dealing with emergencies
Talking about leisure activities	Being successful at work

Please contact us for further details: improveyenglish@m2rglobal.com