

# Professional Spoken English For Hotel Restaurant Workers

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english for the hotel industry is meant for those professionals who work in the hospitality industry interact with corporate and international clients aim to go and work in english speaking countries or just want to improve their english language abilities

essentially it simulates situations where you might need english to talk to your clients guests tourists and customers

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a 12 unit course in basic english for trainee employees in the hotel business it focuses on the types of conversations which typically occur between hotel employees and hotel guests the course is designed for students with a slight knowledge of english a cassette is available

this unique self study course is for elementary level adults who need english for the hospitality industry such as workers in hotels and restaurants ideal for front line staff who need to communicate confidently in english to maintain good customer relations 24 compact

units cover a wide range of practical scenarios such as meeting and greeting guests taking orders at breakfast and at the bar handling guest complaints and dealing with guest requests 4 page unit includes an easy to follow photo story that deals with the topic of the unit and introduces key functional language the pocket sized course book also contains vocabulary lists for quick reference practical examples of typical emails an answer key and a pronunciation guide to further aid the self study learner the audio cd provides valuable listening practice to accompany each unit

highly recommended is for younger trainees in the hospitality and catering industry who need english to deal with customers this new edition has been completely revised to take account of innovations and changing practices within the sector key features topics reflect the real contexts trainees will encounter in their working lives emphasis on understanding and speaking english in practical situations two listening sections with accompanying tasks in every unit clear focus on key functional expressions and topic related vocabulary activity section in each unit involving real world communicative tasks new review sections to check progress student s book 28 topic based units tapescripts of the dialogues six language wordlist language review section with exercises

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