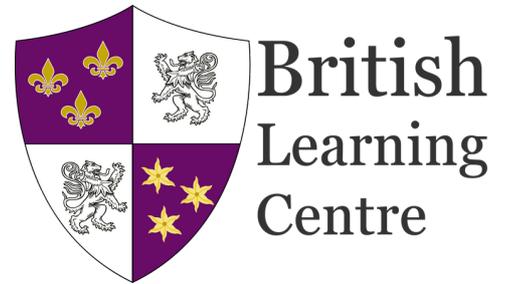


LEARN ENGLISH

FOR HOSPITALITY



Our English for Hospitality course is tailored to meet the specific language needs of professionals working in any field of the hospitality industry, from hotel managers to tour guides.

LEARN ENGLISH



OUR BUSINESS ENGLISH FOR HOSPITALITY PACKAGE IS THE PERFECT SOLUTION FOR PROFESSIONALS IN THE HOSPITALITY INDUSTRY LOOKING TO IMPROVE THEIR OWN OR THEIR TEAM'S ENGLISH LANGUAGE SKILLS.

Empower your staff to stand out in hospitality by delivering the very highest levels of service through English language. Succeed in satisfying more customers, delivering exemplary service and fulfilling the needs of your customers.

The British Learning Centre is offering bespoke English Language courses for those in the hospitality industry.

English is the language of international communication, Our tailored courses will help prepare you to read, write and speak English. We will provide hospitality staff with a description of the language they'll use and a set of real-language examples, real-life conversations and useful phrases .

"As a restaurant manager, my English language skills have helped me to communicate effectively with suppliers and understand menu items from different cultures." - K. Chayanan, Restaurant Manager

BESPOKE COURSES

NO MATTER YOUR ABILITY, WE
WILL GET YOU TO WHERE YOU
NEED TO BE!



Whatever your ambitions, our build-your-own courses will help you to achieve your personal goals, exceed your expectations and succeed in taking those exciting next steps in life.

- Interact with clients on the phone, face to face and in writing
- Describe services offered
- Sales and marketing
- Handling complaints
- Listen to and respond to customer requests

"English is the language of international tourism and it is essential for anyone working in the hospitality industry to speak it fluently." - K. Supachai, Tour Guide

WHO IT IS FOR...



Our English for Hospitality package is specifically designed to meet the language needs of professionals working in the hospitality industry. Whether you are a hotel manager, front desk staff, housekeeping staff, restaurant manager, tour guide or any other professional working in the sector, our package will help you develop the English language skills necessary to succeed in your field. With a focus on industry-specific terminology and real-life scenarios, our package will help you communicate effectively with international colleagues and customers, handle complaints and difficult situations, and excel in your role.

SPECIFIC JOB ROLES THAT WOULD BE INTERESTED IN ENGLISH FOR HOSPITALITY INCLUDE, BUT ARE NOT LIMITED TO:

- Hotel managers
- Front desk staff
- Housekeeping staff
- Restaurant and food service managers
- Waitstaff
- Bartenders
- Tour guides
- Travel agents
- Event planners
- Airline and airport personnel
- Cruise line staff

These job roles often require employees to interact with international customers and colleagues, and having strong business English skills can help them communicate effectively, handle complaints, and understand industry-specific terminology.

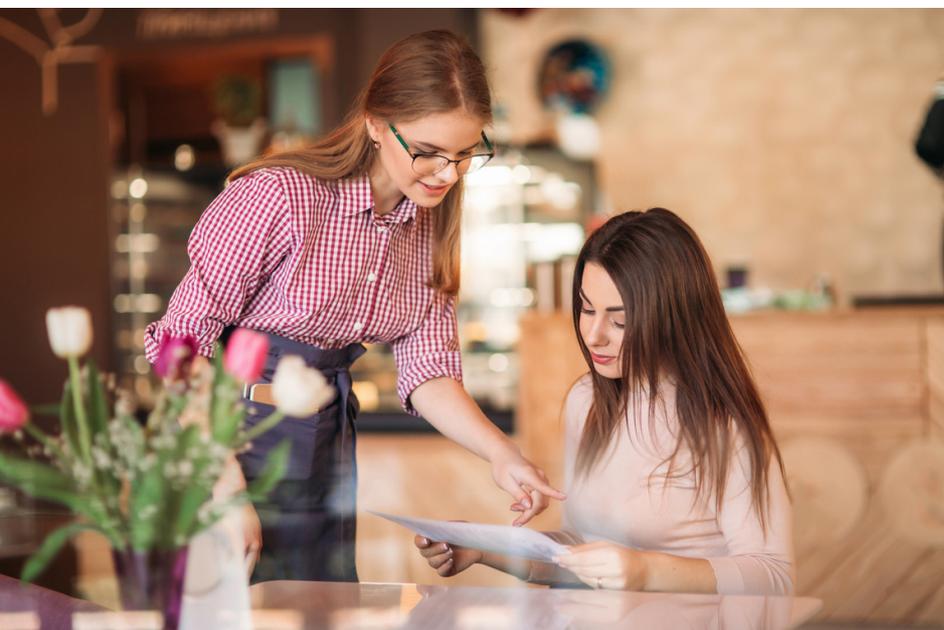
PROGRAMME OF STUDY

AN OVERVIEW OF OBJECTIVES.

Our course objectives will be formed in line with the needs of each business on an individual basis after discussion. An example of learning goals for our general programme of study is shared below.

By the end of the course students will have progressed towards the following learning goals:

- be confident during initial interactions with clients
- be able to describe a hotel stay and read /respond to reviews
- be able to book appointments and make plans, make apologies and discuss changes
- be able to offer advice and suggestions to clients
- be able to keep clients informed and appropriately use informal communication with clients and colleagues
- explain health and safety requirements, rules and regulations
- be able to report what people and said, what people have asked and report quantities with clarity
- to be able to welcome visitors and discuss conferences
- be able to listen to client requests and respond appropriately
- be able to describe processes and check information
- be able to recognise and exploit networking opportunities
- be able to make travel arrangements and ask for directions
- be able to discuss tasks and targets
- be able to discuss your own and your company's history with confidence
- use dates and times accurately while talking about your plans
- emphasize your opinion in a productive manner
- be able to discuss conditions with a client
- be able to discuss problems.



METHODOLOGY

OUR APPROACH TO TEACHING AND LEARNING.

English language skills will be taught within the context of business English with a particular emphasis on skills needed within the customer service sector in Thailand. Vocabulary will be delivered within this context and enforced with frequent retrieval practice activities and spaced practice (the Leitner system). Course books will be used to support the development of grammatical skills and understanding. Comprehension and discussion skills will be developed using business related articles, as will listening skills. The course will begin with a brief assessment for learning, from which the content and level of the subsequent sessions can be adapted to suit the learning needs of the students. A final review and assessment will demonstrate progress and offer insight into next steps for future training.

Course texts and resources

English for Everyone, Business English, Course Book 1 and 2 – DK Penguin Random House, 2017.
<https://learnenglish.britishcouncil.org/>



LESSONS

Lesson	General Objective	Specific Objectives
1	<p>Introduction</p> <p>Assessment for Learning</p> <p>Greetings</p>	<ul style="list-style-type: none"> • Course aims and lesson structure • Brief written task: email response to an enquiry • Formal and informal greetings • Cultural conventions
2	<p>Be confident during initial interactions with clients.</p>	<ul style="list-style-type: none"> • Introductions • Greeting and welcoming clients • Enquiring as to a client's well-being • Appropriate and inappropriate topics for 'small talk' • Telephone vs. face-to-face conversations • Offering clients refreshments • Creating a welcoming atmosphere • Clarifying the date and time of a future meeting <p>Use of the present simple and past simple tenses. Vocabulary: personal information. Structuring questions and answers. Units 1 and 2: English for Everyone, Business English, Course book 2.</p> <p>Comprehend and converse: Building trust - https://learnenglish.britishcouncil.org/business-english/business-magazine/building-trust</p>
3	<p>Be able to describe a hotel stay and read /respond to reviews.</p>	<ul style="list-style-type: none"> • Recap subjects, verbs and objects within a sentence. • Identifying the active and the passive voice, constructing sentences in the active and the passive voice. • Reading hotel reviews and asking appropriate questions. • Explore the use of phrasal verbs. • Recap the use of quantifiers like 'much', 'many' and 'enough' • Polite conversation at a conference: role play scenarios. <p>Using the passive voice. Using phrasal verbs. Vocabulary: hotels and accommodation. Vocabulary: hospitality. Unit 38 and 41: English for Everyone, Business English, Course book 1.</p> <p>Comprehend and converse: Influencing across cultures - https://learnenglish.britishcouncil.org/business-english/business-magazine/influencing-across-cultures</p>

Lesson	General Objective	Specific Objectives
4	Be able to book appointments and make plans, make apologies and discuss changes.	<ul style="list-style-type: none"> • Vocabulary retrieval practice • Discussing and confirming appointments • Managing client expectations • Making apologies and seeking solutions: formal and informal, written and verbal • Preempting and responding to complaint and client needs: role play scenarios <p>Past and present continuous tenses. Vocabulary: meetings Vocabulary: arrangements and schedules Vocabulary: apologies Units 4, 8, 10 and 11: English for Everyone, Business English, Course book 2.</p>
5	Be able to offer advice and suggestions to clients.	<ul style="list-style-type: none"> • Vocabulary retrieval practice • Explain the abilities and skills of yourself, your team and your company • Discuss future potentials and opportunities • Utilise discourse markers to ease and direct the flow of conversation • Link and compare and contrasting ideas and outcomes • Positive collaborative working: role play scenarios <p>Modal verbs for advice. Modal verbs for abilities. Vocabulary: workplace skills Vocabulary: management and leadership Vocabulary: discourse markers Units 11 and 12: English for Everyone, Business English, Course book 2.</p> <p>Comprehend and converse: Effective collaboration - https://learnenglish.britishcouncil.org/business-english/business-magazine/effective-collaboration</p>
6	Be able to keep clients informed and appropriately use informal communication with clients and colleagues.	<ul style="list-style-type: none"> • Discuss strategies for maintaining client relationships • Structure formal and informal emails • Explore phrasal verbs and how they are deployed in 'everyday speech' • Explore examples of separable phrasal verbs and how they can be used to add clarity • Understand the distinction between countable and uncountable nouns • Compose short, informal emails with clarity <p>Phrasal verbs and separable phrasal verbs. Countable and uncountable nouns. Vocabulary: emails and computing vocabulary Vocabulary: arrangements and plans Units 19, 20, 21 and 22: English for Everyone, Business English, Course book 2.</p> <p>Comprehend and converse: Conflict management - https://learnenglish.britishcouncil.org/business-english/business-magazine/conflict-management</p>

Lesson	General Objective	Specific Objectives
7	Explain health and safety requirements, rules and regulations.	<ul style="list-style-type: none"> • Vocabulary retrieval practice • Discuss workplace health and safety, and typical workplace safety procedures • Understand how to form and use reflexive pronouns • Use 'can', 'may', 'might' and 'must' appropriately when explain rules and regulation • Understand how to use modal verbs to form polite requests • Develop understanding of work place idioms: role play scenarios • Draft typical rules and regulations in writing <p>Reflexive pronouns. Modal verbs for permission. Vocabulary: health and safety at work Vocabulary: polite requests Unit 26 and 29: English for Everyone, Business English, Course book 1.</p> <p>Listen and respond: Facts and figures https://learnenglish.britishcouncil.org/skills/listening/a2-listening/facts-and-figures</p>
8	Be able to report what people have said, what people have asked and report quantities, with clarity.	<ul style="list-style-type: none"> • Recognise the difference between the word order of direct questions and reported questions • Units of quantity • Understand how to use quantifiers to add clarity to sentences • Reporting quantities with accuracy: role play scenarios • Recognise the difference between closed and open questions: role play scenarios • Introduce the use of 'all' as a pronoun <p>Quantifiers and quantities. Recap pronouns and their uses. Vocabulary: Have, make, do, get Vocabulary: Few, little, all Units 25 and 26: English for Everyone, Business English, Course book 2.</p>
9	Be able to welcome visitors and discuss conferences.	<ul style="list-style-type: none"> • Vocabulary retrieval practice • Recap countable and uncountable nouns • Correctly using determiners like 'some', 'many', 'any' • Understanding different types of determiners such as articles, demonstratives and possessives • Respond to questions using determiners for clarity • Correctly pronounce numbers • Write 10 tips for attending a conference <p>Countable and uncountable nouns. Definite and indefinite articles. Using determiners. Vocabulary: eating out. Vocabulary: food and drink. Unit 40 and 41: English for Everyone, Business English, Course book 1.</p> <p>Comprehend and converse: Five essential marketing trends- https://learnenglish.britishcouncil.org/business-english/business-magazine/five-essential-marketing-trends</p>

Lesson	General Objective	Specific Objectives
10	Be able to listen to client requests and respond appropriately.	<ul style="list-style-type: none"> • Vocabulary retrieval practice • Preempt typical client requests and issues • A phone call from a customer <p>https://learnenglish.britishcouncil.org/skills/listening/b1-listening/a-phone-call-from-a-customer</p> <ul style="list-style-type: none"> • Making a decision <p>https://learnenglish.britishcouncil.org/skills/listening/b1-listening/making-a-decision</p> <ul style="list-style-type: none"> • A project management meeting <p>https://learnenglish.britishcouncil.org/skills/listening/c1-listening/a-project-management-meeting</p> <ul style="list-style-type: none"> • Using phrasal verbs • Appropriate use of social media • Three-word phrasal verbs. • Vocabulary: business idioms • Vocabulary: social media • Units 33 and 34: English for Everyone, Business English, Course book 2.
11	Be able to describe processes and check information.	<ul style="list-style-type: none"> • Review understanding of subjects and objects, within a sentence • Explore subject questions and their uses to clarify • Constructing the active and the passive voice • Develop the use of prepositions of time to order events and explain processes • Discuss the use of the present and the past simple tenses to form question tags • Recognising and responding to question tags: role play scenarios <p>The active and passive voice. Subject questions and question tags. Prepositions of time. Vocabulary: production and processes Vocabulary: polite check and echo questions Units 14 and 28: English for Everyone, Business English, Course book 2. Unit 15: English for Everyone, Business English, Course book 1.</p> <p>Comprehend and converse: The devil's in the details – B2/C1 https://learnenglish.britishcouncil.org/general-english/story-zone/b2-c1-stories/the-devils-in-the-details-b2c1</p>
12	Be able to recognise and exploit networking opportunities.	<ul style="list-style-type: none"> • Create contact information cards • Identify networking opportunities • Discuss ways to introduce yourself and your business to potential clients • Exchange contact information: role play scenarios • Establish expectations for future contact • Discuss hobbies and out of work activities to establish rapport with potential clients: role play scenarios <p>Adverbs of frequency. The past simple tense. Vocabulary: contact information Vocabulary: hobbies and habits Vocabulary: activities outside of work Units 7, 17 and 18: English for Everyone, Business English, Course book 1.</p> <p>Listen and respond: Four conversations https://learnenglish.britishcouncil.org/skills/listening/a2-listening/four-conversations</p>

Lesson	General Objective	Specific Objectives
13	Be able to make travel arrangements and ask for directions.	<ul style="list-style-type: none"> • Vocabulary retrieval practice • Discuss past and future travel, highlighting key vocabulary and prepositions of place • Understand the use of the zero and first conditional • Using the zero and first conditional in the context of travel: role play scenarios • Asking for directions: role play scenarios • Describe locations using a map and from street view photographs <p>Imperatives and prepositions of place. Zero and first conditional. Vocabulary: travel Vocabulary: directions Units 36 and 37: English for Everyone, Business English, Course book 1.</p> <p>Listen and respond: Transport announcements https://learnenglish.britishcouncil.org/skills/listening/a2-listening/transport-announcements</p>
14	Be able to discuss tasks and targets.	<ul style="list-style-type: none"> • Using the present perfect to describe tasks that have and have not been completed and inform coworkers of progress • Explore how to form the present perfect tense • Understand how to set SMART targets • Discuss targets and tasks using the present perfect tense: role play scenarios • Create past profiles of work experiences, constructing the present perfect tense in writing <p>Present perfect and past simple. Vocabulary: workplace tasks Units 33: English for Everyone, Business English, Course book 1.</p> <p>Listen and respond: Renting a house https://learnenglish.britishcouncil.org/skills/listening/c1-listening/renting-a-house</p> <p>Listen and respond: Changing plans https://learnenglish.britishcouncil.org/skills/listening/a2-listening/changing-plans</p>
15	Be able to discuss your own and your hotel's history, with confidence.	<ul style="list-style-type: none"> • Vocabulary retrieval practice • Recognise and explore the use of past simple irregular verbs • Describe your company and its history: role play scenarios • Create lists of time markers and use them to construct sentences • Explore the use of language to describe trends, such as, 'increased', 'decreased', 'stabilised' etc. <p>Past simple irregular verbs. Past simple with time markers. Vocabulary: jobs and workplaces Vocabulary: describing trends Units 20 and 21: English for Everyone, Business English, Course book 1.</p> <p>Comprehend and converse: Job interviews https://learnenglish.britishcouncil.org/business-english/business-magazine/job-interviews</p>

Lesson	General Objective	Specific Objectives
16	Use dates and times accurately while talking about your plans.	<ul style="list-style-type: none"> • Vocabulary retrieval practice • Using timelines to place events • Using digital and analogue clocks • Different ways to give the same time • Understanding the difference between dates in US/UK English • Forming the present continuous • Using the present continuous to discuss current events and to make plans with clients and coworkers • Using the present continuous to make future plans • Scheduling appointments: role play scenarios <p>The present continuous. Vocabulary: telling the time and giving dates Vocabulary: making arrangements Units 19 and 23: English for Everyone, Business English, Course book 1.</p> <p>Listen and respond: Birthday plans https://learnenglish.britishcouncil.org/skills/listening/c1-listening/birthday-parties</p>
17	Emphasise your opinion in a productive manner.	<ul style="list-style-type: none"> • Vocabulary retrieval practice • Explore possible reasons for workplace disagreements • Create a list of phrases that can be used to acknowledge a difference of opinion and move forward productively • Learn a series of discourse markers and how they can be used to politely emphasise your opinion • Healthy disagreement: role play scenarios <p>Using discourse markers for emphasis. Vocabulary: work place disagreement Unit 42: English for Everyone, Business English, Course book 2.</p> <p>Comprehend and converse: Negotiating https://learnenglish.britishcouncil.org/business-english/business-magazine/negotiating</p>
18	Be able to discuss conditions with a client.	<ul style="list-style-type: none"> • Understand first and second conditionals • Understand zero conditionals when discussing general truths • Explore contract agreements, highlighting conditionals • Construct typical rental agreement conditions, using conditionals • Using conditionals in discussions with clients and coworkers: role play scenarios <p>First and second conditionals. Vocabulary: negotiating Unit 43: English for Everyone, Business English, Course book 2.</p> <p>Comprehend and converse: Coaching https://learnenglish.britishcouncil.org/business-english/business-magazine/coaching</p>

Lesson	General Objective	Specific Objectives
19	Be able to discuss problems.	<ul style="list-style-type: none"> • Vocabulary retrieval practice • Explore using the third conditional to talk about an unreal past, or past events that did not happen • Forming the third conditional • Using the first conditional with 'unless' • Use the third and first conditional using 'unless', to discuss and solve problems with clients: role play scenarios <p>Third conditionals. Vocabulary: workplace mistakes Unit 43: English for Everyone, Business English, Course book 2.</p> <p>Comprehend and converse: Resilience https://learnenglish.britishcouncil.org/business-english/business-magazine/resilience</p> <p>Listen and respond: Challenges at work https://learnenglish.britishcouncil.org/skills/listening/c1-listening/challenges-at-work</p>
20	Recap previous learning Assessment for progress Next steps.	<ul style="list-style-type: none"> • Vocabulary retrieval practice course recap • Brief written task: email response to a client complaint • Final role play scenarios, taken from earlier in the course • Identify strengths, progress and next steps <p>Comprehend and converse: Working in a remote team https://learnenglish.britishcouncil.org/business-english/business-magazine/working-in-a-remote-team</p> <p>Listen and respond: Business news https://learnenglish.britishcouncil.org/skills/listening/b2-listening/business-news</p>

MEET OUR TEACHING TEAM



MR ASHLEIGH BIGNALL

Founder & Head of School

Ashleigh is a passionate and dedicated teacher who has been teaching for 10 years. He is highly experienced in offering his students deep and meaningful learning moments that inspire and guarantee progression within the subject.



MR JAMES KEMP

Deputy Head of School

James has been teaching for 13 years as both an English and humanities teacher having taught students of many different nationalities. He uses a variety of means such as presentations visual, physical guidance, peer modelling ensuring consistency of expectations and provides a safe and stable environment for all students to aspire succeed and achieve.



MR LEE CAVE

SENCO & Teacher

Lee has been teaching for over 15 years and has taught at all levels. Lee is also our schools special educational needs co-ordinator and brings a wealth of experience which enables him to best assist all learners despite their individual challenges.



MR SIMON WHARTON

Teacher

Simon has 6 years of teaching experience. He is our lead teacher for delivering Read, Write inc & Fresh Start to students who have English as an additional language. Simon is highly skilled at delivering differentiated English learning to student of all levels and ages in both small groups and private sessions.

OUR LEARNING ENVIRONMENT

Our classrooms are designed to provide an interactive and engaging learning environment that allows you to learn from experienced teachers in small class sizes. This allows for individual attention and personalised support, making sure that you get the most out of your time and effort.

In addition to the traditional classroom setting, our curriculum is supplemented with online resources and self-study materials, providing you with the opportunity to continue learning outside of the classroom. We also offer opportunities to practice your English language skills in real-life scenarios through interactive activities and simulations.

Our learning environment is warm, modern and perfect for working professionals. Alternatively, if you already have your own learning space, then we are happy to teach onsite.

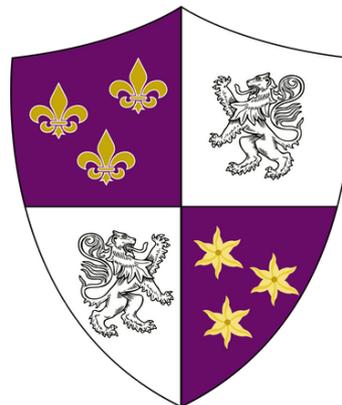




Department
for Education



National College for
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