

## English for the Hotels and Restaurants

This training program is specially designed for professionals in the high-end hotel and restaurant industry. In an increasingly global market, English has become an essential asset for excelling in the hotel and restaurant industry. The objective of this training course is to strengthen linguistic skills specific to luxury hotel and restaurant professions, thereby providing an exceptional service to demanding international clientele.

**Objectives:** Master professional English language skills in a luxury hotel and restaurant context. Acquire specific vocabulary and polite expressions to communicate effectively with clients and colleagues. Improve listening and speaking skills in various professional situations. Learn service rules and international protocols in a hotel and restaurant context.

**Duration:** 20 to 30 hours - duration can be adjusted according to needs

**Course entry requirements:**

Professionals in the hospitality and restaurant industry, or students in related fields, who have a basic proficiency in English (Level A1).

**Methods Used:**

**Asynchronous:**

Learning technical and professional vocabulary through an LMS platform. Themed chapters with interactive activities based on authentic audio, visual, and publications.

**Synchronous:**

Virtual or face-to-face classes. Tailored programs based on participants' positions, needs, and levels. Practical application of acquired vocabulary through professional scenarios and role-playing.

**Assessment:**

Progression tests, completion of graded activities, time spent on the platform.

**Program:**

Professional Communication: Customer reception, telephone and email communication, complaint management, and problem resolution.

**Specialized Vocabulary:** Hospitality-specific terms such as room types, amenities, and services; common expressions in restaurant settings including menus, dishes, and beverages; appropriate language for interactions with VIP clients.

**Linguistic Skills:** Pronunciation and intonation practice, development of fluency and spontaneity in conversations, writing reports, letters, and professional documents.

**International Cultures and Customs:** Awareness of cultural expectations of international clients, service protocols, and behavior in different cultural contexts.

This training program offers a dynamic combination of theoretical knowledge and practical skills, providing participants with a solid foundation to deliver exceptional service and create memorable experiences for international clients.

