

PROGRAMA: INGLES HOSTELERÍA



OBJETIVOS:

Este curso está enfocado para alumnos que van a trabajar o de hecho ya están trabajando en el sector de la hostelería.

El curso parte de un nivel básico de inglés, para facilitar accesibilidad a los alumnos. Su principal propósito es enseñar a hablar a los alumnos y que éstos puedan entender a los huéspedes para hacer su estancia lo más agradable posible, y que ellos disfruten de un trabajo bien hecho.

Nº Lecciones

H. Lectivas (Total)

15

78

CONTENIDO:

Unit 1: Introductions

Listening and pronunciation: Alphabet; spelling names; word stress.

Language focus and practise: Verb to Be.

Personal job life: Questions and answers; names, jobs and countries.

Speaking practice: Introductions

Unit 2: The check-in

Listening and pronunciation: Rooms bookings by e-mail; confirmation letters.

Language focus and practise: Days, months, dates.

Personal job life: Confirmation letter; check-in dialogue.

Speaking practice: Dealing with changes in bookings.

Unit 3: The hotel bedroom

Listening and pronunciation: Bedroom objects in standard and luxury rooms.

Language focus and practise: There is/are in questions, affirmatives and negatives.

Personal job life: Describing a standard and luxury hotel bedroom.

Speaking practice: Describing differences in hotel bedrooms.

Unit 4: bathroom & porter

Listening and pronunciation: Range of bathroom objects.

Language focus and practise: Prepositions of place.

Personal job life: Describing a hotel bathroom.

Speaking practice: Dialogue between porter and guests.

Unit 5: Services in the hotel

Listening and pronunciation: Vocabulary of hotel services.

Language focus and practise: Time; can, have, do/does are in questions, affirmatives and negatives.

Personal job life: Questions and answers: services in the hotel.

Speaking practice: Giving opening and closing times of hotel services.

Unit 6: Location of facilities

Listening and pronunciation: Understanding requests for directions.

Language focus and practise: To be, can, look; verbs of directions; prepositions of place.

Personal job life: Giving directions inside and outside the hotel.

Speaking practice: Explaining where services are.

Unit 7: Room services

Listening and pronunciation: taking room service orders.

Language focus and practise: Checking food orders; apologising and giving reasons.

Personal job life: Dealing with room services in the hotel.

Speaking practice: Taking, checking and correcting room service orders.

Unit 8: Problems & solutions

Listening and pronunciation: Understanding guests' problems during their stay.

Language focus and practise: Future tense.

Personal job life: Dealing with problems and solutions in the hotel.

Speaking practice: Understanding guests' problems during their stay and offering solutions.

Unit 9: Taking bar order

Listening and pronunciation: Taking orders for drinks.

Language focus and practise: Welcoming; offering choices of drinks.

Personal job life: Building conversations in the hotel bar.

Speaking practice: Taking bar orders; dealing with different types of payment.

Unit 10: In the restaurant (I)

Listening and pronunciation: Welcoming guests.

Language focus and practise: Greeting and seating guests.

Personal job life: Describing and recommending dishes in the restaurant.

Speaking practice: Taking orders; recommending and explaining dishes.

Unit 11: In the restaurant (II)

Listening and pronunciation: Dealing with orders for desserts, cheeses and coffee.

Language focus and practise: First conditional; asking about the meal.

Personal job life: Describing popular desserts in the restaurant.

Speaking practice: Describing desserts; taking orders.

Unit 12: Places to visit

Listening and pronunciation: Understanding requests for places to visit.

Language focus and practise: Verbs including modals, for recommending places to visit.

Personal job life: Describing and recommending places to visit in the region.

Speaking practice: Making suggestions about places to visit.

Unit 13: Enquiries

Listening and pronunciation: Understanding information on room rates.

Language focus and practise: Writing letters about room rates.

Personal job life: Answering enquiry letters about rooms and conference facilities.

Speaking practice: Exchange of information on room rates and conference facilities.

Unit 14: Using the phone

Listening and pronunciation: Responding to phone bookings.

Language focus and practise: Dealing with booking problems, apologising, offering alternatives.

Personal job life: Beginning and ending phone conversations.

Speaking practice: Dealing with phone bookings and problems, apologising and offering alternatives.

Unit 15: The check out

Listening and pronunciation: Understanding hotel bills in general and specific items on the bill.

Language focus and practise: Present perfect and past simple.

Personal job life: Questions and answers: the hotel bill.

Speaking practice: Presenting the hotel bill, methods of payment.

➤ Contenidos del CD:

Audiciones que refuerzan el aprendizaje a lo largo del contenido del libro.