

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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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

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english for the hotel and tourist industry by harding and henderson is an excellent textbook in the field of esp teaching what makes it particularly good is the fact that

each of the 12 units of study included are clearly and equally divided into the following categories topic listening speaking reading writing language study word study activities the communicative approach is made evident throughout the book as is suggested by the activities proposed and the functional approach given to the language study section i have worked with this book in my english courses in oaxaca which are oriented towards people working in the tourist industry m y students have found it to be a very useful and enjoyable way to learn the english they need for their jobs

this book and audio cd help future workers in the hotel and restaurant fields develop the english vocabulary they need for interacting with customers and colleagues the 61 lessons show essential language structures for such common functions as welcoming a guest dealing with a guest s luggage taking a meal order and finding medical care for a guest each two page lesson provides full colour illustrations and clear captions the cd provides audio for each lesson in the book

with pleasure is an english language course for hotel service staff and focuses on listening to and understanding english spoken with a wide range of accents

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this course has been specially developed for young trainees who will be working in hotels and restaurants where they will need english to deal with customers

this book is intended to introduce students of english as a foreign language to the language used in the hotel industry

english for the hotel industry adalah panduan penting untuk siapa pun yang ingin sukses di dunia perhotelan buku ini dirancang khusus untuk para staf hotel mahasiswa pariwisata atau siapa pun yang ingin meningkatkan kemampuan bahasa inggris mereka dalam konteks perhotelan di dalamnya anda akan menemukan materi yang mencakup berbagai situasi nyata mulai dari menyambut tamu menangani keluhan hingga berkomunikasi dengan staf lain setiap bab dilengkapi dengan kosakata penting contoh dialog praktis dan latihan interaktif yang akan membantu anda berbicara dengan lebih percaya diri dengan buku ini anda tidak hanya akan menguasai bahasa inggris tetapi juga akan memahami etiket profesional yang diperlukan untuk memberikan pelayanan terbaik dan menciptakan pengalaman tak terlupakan bagi setiap tamu tingkatkan karier anda buka pintu kesempatan baru dan jadilah profesional yang handal di industri perhotelan global

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