## Content

English for Hotel Staff is a multimedia course aimed at hotel staff who already have a basic knowledge of English but who need to improve in communicating with hotel guests and other staff. The course is structured around different fields of duty in a hotel.

## A sample unit - Unit 1 Checking in

| Ex | Topic for learner | Task for learner |
|----|-------------------|------------------|
| 1 | Listening: a check-in situation | Listen to a check-in conversation and answer comprehension questions |
| 2 | Listening: guest's lines from check-in | Listen to guests' part and choose the best response by the check-in staff |
| 3 | Useful expressions related to check-in | Choose the most appropriate expressions used by the staff |
| 4 | Pronunciation of useful expressions | Practise using expressions used in check-in situations |
| 5 | Vocabulary: rooms in a hotel | Practise the terminology of hotel rooms and facilities |
| 6 | Video: about a hotel | Watch a video about a hotel and answer comprehension questions |
| 7 | Grammar: 'have got' and 'there is / are' | Learn how to use the forms - 'have got' and 'there is / are' |
| 8 | Grammar: 'have got' and 'there is / are' | Practise the correct usage of 'have got' and 'there is / are' |
| 9 | Listening: five guests checking in | Listen to several guests checking in and note down key information |
| 10 | Reading: Check-in do's and don'ts | Read a text about how to check guests in and answer comprehension questions |
| 11 | Writing: spell out names using NATO phonetic alphabet | Study the use of the NATO phonetic alphabet to dictate words accurately |
| 12 | Listening: typical check-in language | Listen to multiple guests making requests and choose the appropriate response |
| 13 | Listening transcripts | Transcripts for all audio listening exercises in this unit |

*Each unit includes 13 separate activities, making a total of 130 exercises. For the full syllabus, visit www.ClarityEnglish.com.

## Ten key learning features

1. Carefully graded learning situations.
2. Engaging and interesting contexts for learning, and a wide variety of activity types.
3. Strong focus on developing listening and speaking skills.
4. A broad spectrum of speakers with different accents (native and non-native).
5. Relevant and authentic language.
6. Extensive use of video and audio, enabling learners to listen to real language.
7. Targeting relevant reading and writing skills.
8. Attractive, clear, easy-to-use interface.
9. A Recorder, enabling learners to record their voices and compare to a model.
10. A Progress function, allowing learners to analyse their strengths and weaknesses and plan their learning.

## Progress features

The English for Hotel Staff Progress function generates reports on completed activities with score, time, duration; average scores compared with all learners; relative performance in different units (effort and outcome).

Teachers using Results Manager can generate and print reports for individual learners and groups of learners.
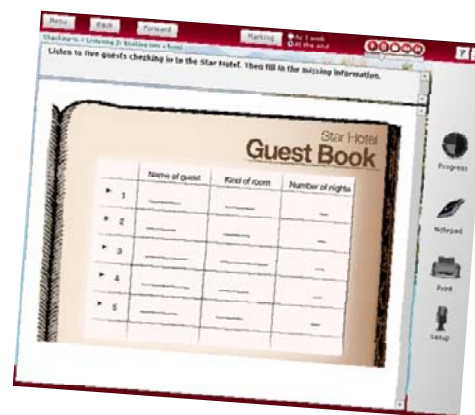


## Technical

Network versions require Windows 2000/XP/Vista/7. Online versions are hosted by Clarity.

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