

## Feature analysis

### 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](http://www.ClarityEnglish.com).

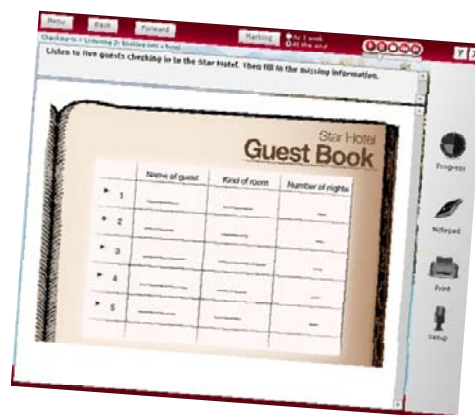
### Ten key learning features

- Carefully graded learning situations.
- Engaging and interesting contexts for learning, and a wide variety of activity types.
- Strong focus on developing listening and speaking skills.
- A broad spectrum of speakers with different accents (native and non-native).
- Relevant and authentic language.
- Extensive use of video and audio, enabling learners to listen to real language.
- Targeting relevant reading and writing skills.
- Attractive, clear, easy-to-use interface.
- A Recorder, enabling learners to record their voices and compare to a model.
- 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.