

Getting to know English for Hotel Staff

Before you use a new program with your students, it is essential that you know both the contents and the way the program works. Try this short exercise which has been designed to help teachers get to know English for Hotel Staff.

First look at the functionality.

- 1.** How do you start English for Hotel Staff on the computers in your institution? Provide instructions for students.
For example: 'Log in to the university website and click on the link on the business English page.' Or, 'Click on the icon on the Desktop.' Obviously, it is important to be able to direct students clearly and accurately.
- 2.** What is the name of the first exercise in each unit, and what is its function?
The first exercise in each unit is called 'Listening 1: the situation'. This exercise established the context for the learning focus of the unit.
- 3.** Describe the buttons you click for (a) listening to the audio in an exercise, and (b) recording your voice.
(a) A black triangle in a grey circle
(b) Click the recorder button, bottom right. Then click the white circle in a black box to record.
- 4.** How can you look up a word on the screen in an online dictionary?
By Ctrl clicking on the word. This will take you to the Cambridge Dictionaries Online page.
- 5.** What options do you get when you click on the Marking button?
Try again, See the answers and Forward
If there is feedback, the Marking button will change to a Feedback button. If there is no feedback (or if the exercise has instant marking), the Marking button will disappear.
- 6.** Some exercises have a choice of two marking styles. What are they? How are they different?
(1) 'As I work' – the learner sees whether each answer is correct as soon as they write it and move to the next question.
(2) 'At the end' – the learner completes all the questions and then clicks the Marking button.
- 7.** Are you, the teacher, allowed to print and photocopy the materials in the program?
You can, provided your institution is licensed to use English for Hotel Staff and the copies are for your students and are not charged for.



Getting to know the program

Now investigate the content.

8. Checking-in. What is the focus of the Pronunciation practice exercise? (Hint: watch the video.)
It is on stressed and unstressed syllables.
9. List three learning objectives for unit 5: In the restaurant 1.
 - (1) To learn functional language used in a restaurant (e.g. "Are you ready to order?")
 - (2) Pronunciation: linking words / connected speech
 - (3) Learning specialist words: vocabulary of the breakfast buffetNote: there are other learning areas as well which are listed in the syllabus document.
10. Housekeeping. Write five items of vocabulary that students are expected to learn in this unit.
For example: ashtray, broom, do not disturb sign, duster, iron
11. In the bar. Students learn to give instructions in the context of recipes for three cocktails. The first two are wine spritzer and screwdriver. What is the third?
Banana Daiquiri
12. Help, advice and complaints. In the Reading activity, what is the first example given of food intolerance?
Lactose intolerance
13. Where can you find the syllabus of English for Hotel Staff?
Go to www.ClarityEnglish.com/support and click on English for Hotel Staff.
14. How will you use English for Hotel Staff with your students? Make notes.
This is a useful prompt for teachers to discuss the practical integration of English for Hotel Staff.

