

English for Hotel Staff

Unit 1: Checking-in

- Vocabulary: Learn the vocabulary of rooms and facilities in a hotel
- Video: Watch a video and answer questions about the Riccarton Village Inn
- Grammar: Practise making statements with 'have', 'have got', and 'there is / are'
- Listening: Listen to check-in scenarios; listen to five guests checking in and fill in a form
- Reading: Learn the do's and don'ts of checking in guests
- Writing: Write out check-in information as spoken by guests

Unit 2: The hotel and its staff

- Vocabulary: Learn the vocabulary of hotel jobs
- Video: Watch an interview with a hotel manager
- Grammar: Describe jobs and duties
- Listening: Listen to descriptions of hotel staff and their duties; listen to four guests booking rooms and fill in a form
- Reading: Read six staff biographies and answer comprehension questions
- Writing: Practise replying appropriately to guest enquiries about hotel facilities

Unit 3: In the bar

- Vocabulary: Learn the vocabulary of bar equipment and drinks
- Video: Watch videos of guests ordering drinks and note down their orders
- Grammar: Practise giving instructions
- Listening: Listen to guests ordering drinks and answer comprehension questions; listen and note down bar stock to order
- Reading: Read three bar jokes and answer comprehension questions
- Writing: Write instructions to make three cocktails

Unit 4: Holiday activities

- Vocabulary: Learn the vocabulary of outdoor / indoor activities
- Video: Watch a video and choose the activities shown
- Grammar: Practise using time phrases: 'how often / long'



Syllabus

Listening: Listen to hotel staff describing activities to guests; listen to amenities available at three hotels and fill in missing information

Reading: Match hotel activities with their descriptions

Writing: Practise replying appropriately to a guest enquiry about activities at a hotel

Unit 5: In the restaurant 1

Vocabulary: Learn the vocabulary of a breakfast buffet

Video: Watch videos and identify the food guests have eaten for breakfast

Grammar: Structures for asking polite questions

Listening: Listen to guests ordering meals and answer comprehension questions; listen and relay food orders to the chef

Reading: Match kitchen jobs with their descriptions

Writing: Rebuild instructions for making an omelette

Unit 6: Exchanging information

Vocabulary: Learn the vocabulary of amenities in the guest's room

Video: Watch a hotel promotional video and answer questions

Grammar: Learn how to ask for and give information to guests

Listening: Listen and learn phrases to make small talk with guests; listen and give directions to facilities inside a hotel

Reading: Read the life story of a hotel manager and answer comprehension questions

Writing: Find and correct errors in the life story of a hotel chef

Unit 7: Housekeeping

Vocabulary: Learn the terminology of hotel housekeeping

Video: Watch a video of a guest room and identify items not properly placed

Grammar: Practise using 'must', 'need' and 'have to' to make statements

Listening: Listen to a housekeeper discussing work with her staff; listen and fill in staff rotas

Reading: Read the true story of a guest who wished soap to be removed from his room



Syllabus

Unit 8: In the restaurant 2	Writing: Practise writing notices to hotel guests
	Vocabulary: Learn culinary vocabulary
	Video: Watch videos of three dishes and describe how the dishes are prepared
	Grammar: Speak with adjectives in the correct word order
	Listening: Listen and learn phrases used by waiting staff; listen and fill in information for guests booking tables
	Reading: Read about three famous dishes and describe how they are prepared
	Writing: Rebuild instruction for making Peking duck
Unit 9: Help, advice and complaints	Vocabulary: Learn useful words and phrases to give directions outside the hotel
	Video: Watch videos and choose the correct direction words / phrases
	Grammar: Structures for responding to complaints politely
	Listening: Listen and practise dealing with guest situations and complaints
	Reading: Read about food intolerance and answer questions
	Writing: Reply to a letter of complaint with the proper phrases and terminology
Unit 10: Checking-out	Vocabulary: Learn the vocabulary of monetary transactions
	Video: Watch a video about fire safety and answer questions
	Grammar: Practise the correct use of countable / uncountable nouns
	Listening: Listen and learn about the check-out process; listen and fill in details about a hotel bill
	Reading: Study and identify meanings of signs commonly found at hotels
	Writing: Practise writing a job-seeking letter

