

Course : Basic English in Hospitality

Training Duration : 2 Days (09:00 – 16:00)

Training Fee : THB 7,200
*THB 480 per staff / 2 days

Seats : 15 maximum

Instructors : A. Jesnatta Kijjaraksuvanich



Course Description

This course aims to develop Hotel staff’s communication skills in the context of daily operation with emphasis on listening and speaking through class activities, lectures, and **CALL (Computer Assisted Language Learning): Interactive Multimedia Software**.

Course Objectives: After completion of the course the participants will be able to:

1. Acknowledge Basic Vocabularies and service terms in Hospitality
2. Understand and response to the guest’s needs using English correctly
3. Communicate in English on Basic Hospitality Conversations

Materials:

- Sheets and worksheets provided
- Interactive Multimedia Software

Training Methodology

1. Lecture
2. Conversation Activities / Games
3. Explore the Interactive Multimedia Software (with the whole class)
4. Role Play

Schedule

DAY	Time	Topics	Hrs
1	09:00 – 12:00	Pre-Test Basic Vocabularies and service terms in Hospitality	3
	13:00 – 16:00	Basic Vocabularies and service terms in Hospitality	3
2	09:00 – 12:00	Communicate in English on Basic Hospitality Conversations	3
	13:00 – 16:00	Basic Hospitality Conversations Role Play Post-Test	3
Total hours			12