

Inglés para profesionales: **/ RECEPTIONISTAS DE HOTEL**

**/ Método educativo
progresivo y natural.**

**/ Recursos educativos
adicionales de gran
valor que sirven de
apoyo a las lecciones.**

**/ Un entorno virtual
que integra las últimas
tendencias tecnológicas
aplicadas a los cursos
de idiomas.**

/EL CURSO

Al completar satisfactoriamente los objetivos del curso en este nivel, los alumnos tendrán la capacidad de dar información básica a los clientes y atender las necesidades típicas con las que un recepcionista o cualquier otro trabajador de hotel está familiarizado en situaciones de trabajo. Entre ellas se incluyen el tratamiento de las rutinas de trabajo en situaciones familiares, como saludar a las personas que utilizan los servicios del hotel y pedir y dar información sobre el hotel y sus servicios de forma profesional.

El alumno practicará cómo escuchar y responder a instrucciones e información básicas que incluyan vocabulario general y específico de las funciones que tiene un recepcionista o un trabajador del hotel que atiende las necesidades de los clientes, incluyendo preguntar a los huéspedes de dónde son y utilizar números y fechas para completar las reservas y comprobar el nivel de satisfacción. El alumno será capaz de entender peticiones básicas y dar instrucciones e información.

Al relacionar las formas escritas de las palabras con el vocabulario utilizado en situaciones laborales cotidianas, los alumnos practicarán los términos de los ejercicios y llevarán un registro de su pronunciación y habla para controlar los progresos que realicen y fomentar la reflexión

Duración y lecciones del curso:

/ 12 lecciones

/ 30 horas lectivas



Tecnología que mejora el **autoaprendizaje del Inglés:**



Reconocimiento por voz



Audios MP3 descargables



Videos con Story Telling



Test de nivel por destrezas



Grupos de conversación



Certificado de aprovechamiento

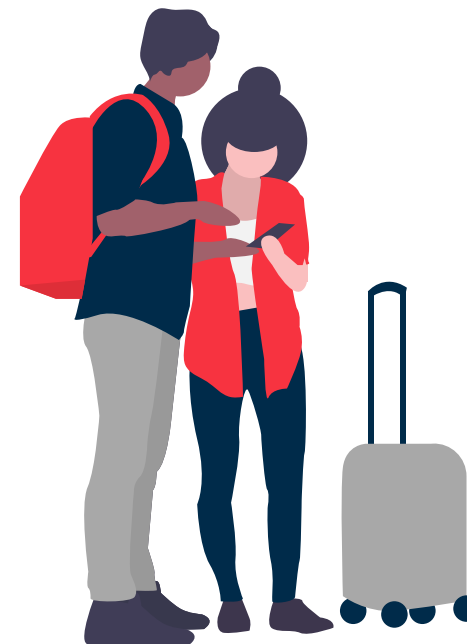


Para todos los dispositivos



Speaking, reading, listening, writing

Nuestros cursos online de inglés incorporan las **últimas tecnologías** para el autoaprendizaje. Tenemos cursos para todos los niveles del Marco Común Europeo de Referencia.



/ Receptionists and Hotel Workers

1- Guests and Tourists I:

-On successfully completing this lesson the learner will be able to describe the principal services and facilities on offer to tourists. The learner will be familiar with typical customer requirements and follow instructions. The learner will be able to recognise the sound and written form of these common requirements and say what they are.

4- Receptionists & Hotel Workers II:

-On successfully completing this lesson the learner will be able to give basic information about the service they give and the principal responsibilities and duties receptionists carry out. The learner will be able to ask and understand what the customer desires appropriately and carry out their instructions.

7- Hotel Services II:

-On successfully completing this lesson the learner will be able to give basic information about the service the hotel gives. The learner will be able to ask and understand what the customer desires appropriately and carry out their instructions.

2- Guests and Tourists II:

-On successfully completing this lesson the learner will be able to describe the principal services and facilities on offer to tourists. The learner will be familiar with typical customer requirements and follow instructions. The learner will be able to recognise the sound and written form of these common requirements and say what they are.

5- Typical Situation:

-In this lesson the learner will demonstrate their understanding of a typical conversation between guests and reception staff at a hotel. The learner will listen to the conversation and test their comprehension of the situation by answering multiple choice questions. The learner will complete a booking form with information from the conversation.

8- Customer service and satisfaction:

-On successfully completing this lesson the learner will be able to listen to a guest describe her/his satisfaction with the services and facilities they have used during their stay. The learner will be able to understand and write the information the client gives.

3- Receptionists & Hotel Workers I:

-On successfully completing this lesson the learner will be able to give basic information about the service they give and the principal responsibilities and duties receptionists carry out. The learner will be able to ask and understand what the customer desires appropriately and carry out their instructions.

6- Hotel Services I:

-On successfully completing this lesson the learner will be able to give basic information about the service the hotel gives. The learner will be able to ask and understand what the customer desires appropriately and carry out their instructions.

9- Dialogue Questions

-In this lesson the learner will demonstrate understanding of the topics in the previous lessons by responding appropriately to questions the tutor asks.



/ Receptionists and Hotel Workers

10- Typical Situation: Checking into a hotel:

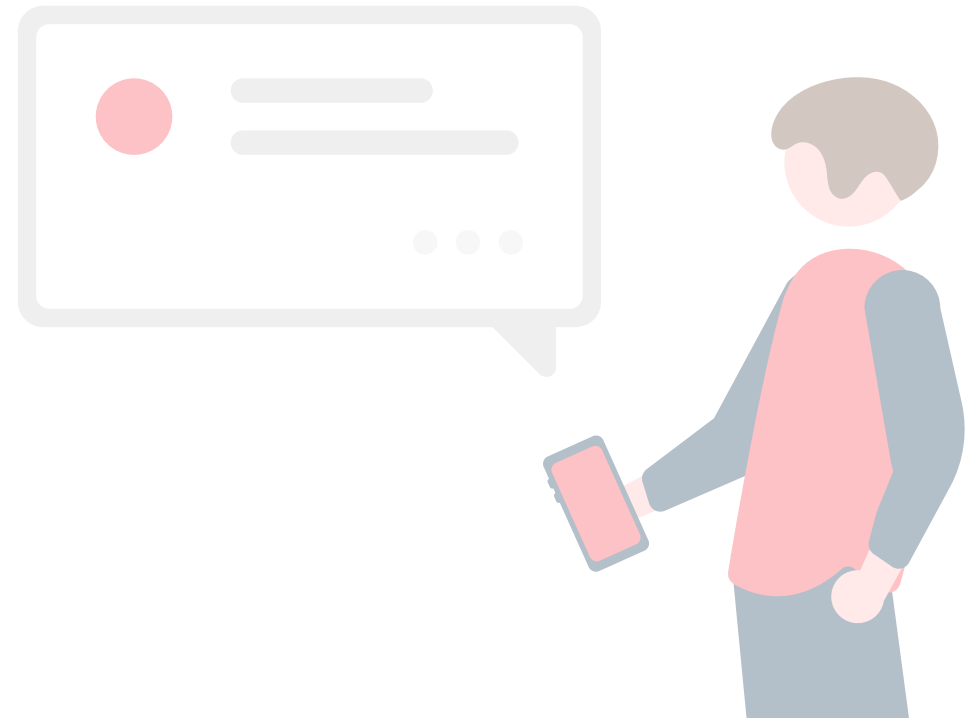
-A practical immersion in the language, in which the student will live through a real life situation, similar to one they would confront in the language which they are learning. In this lesson the student will be introduced to new vocabulary, then, once the exercise has been completed, they will have an opportunity to practice this new vocabulary.

11- The Hotel. You've got mail:

-The student will attend a class where a teacher whose first language is that being taught, will pose questions and activities to the student. The student will interact with the teacher through guided dialogues. At the same time the teacher will evaluate the student user on their performance and inform them of their progress through our very own exclusive dexway method, using text and voice to clarify any specific areas that require attention, such as pronunciation, etc.

12- Course test:

-In this exercise the learner will test their understanding of the key topics in part one of the course by choosing the best solution to the questions each text has. The learner will be shown their performance and progress made at the end of each exercise.





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