

Inglés para profesionales:

/ TOURIST COSTUMER SERVICE



**/ 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

Este curso está dirigido a personas que trabajen o quieran trabajar en el sector turístico y, en concreto, en el sector de la atención al cliente. Durante este curso el alumno adquirirá las habilidades lingüísticas y el vocabulario necesarios para comprender con éxito mensajes orales y escritos de complejidad intermedia en inglés. Este curso ofrece la posibilidad de que el alumno responda profesionalmente al lenguaje utilizado en situaciones familiares por turistas, huéspedes y clientes, atendiendo satisfactoriamente a las necesidades que tengan.

A lo largo del curso, el alumno se encontrará con muchas situaciones reales. En estas situaciones, el alumno tiene que interpretar los objetivos comunicativos de los escritores y de numerosos interlocutores para atender eficazmente lo que ocurre. Estos clientes del sector turístico escriben, se presentan en persona y hablan por teléfono, y el alumno tiene que responder a cada situación utilizando adecuadamente el teléfono, el fax, los formularios de reserva, los contratos, las encuestas de satisfacción del cliente y el correo electrónico.

Al finalizar este curso, el alumno será capaz de expresarse con fluidez con clientes y proveedores a un nivel intermedio de forma adecuada a la de un profesional del sector turístico en las siguientes áreas: atención y servicio al cliente, proveedores de transporte, resolución de contingencias y emergencias y resolución de quejas.

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

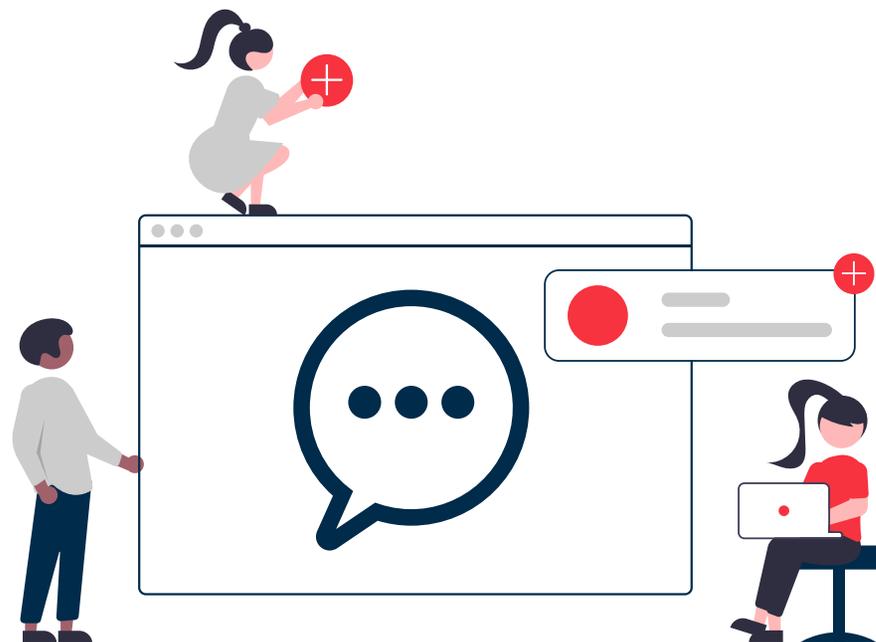


Para todos los dispositivos



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.



/Tourist Customer Service

1- Vocabulary for a Tourist I:

After this lesson, the learner will be able to:

- Give explanations and information to tourists.
- Understand expressions common in conversations that provide professional service.
- Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them.
- Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.

4- Crew Members and Security II:

After this lesson, the learner will be able to:

- Give explanations and information about security on board.
- Understand expressions common in conversations that provide professional service.
- Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them.
- Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.

7- Information Desk:

A practical immersion in the language, whereby 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.

2- Vocabulary for a Tourist II:

After this lesson, the learner will be able to:

- Give explanations and information to tourists
- Understand expressions common in conversations that provide professional service.
- Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them.
- Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.

5- Departures, Arrivals & Useful Terms I:

After this lesson, the learner will be able to:

- Give explanations and information about departures and arrivals and deal with tourists professionally.
- Understand expressions common in conversations that provide professional service.
- Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them.
- Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.

8- Booking A Railway Ticket For Advance Travel From An Agency:

In this lesson the learner will hear how a travel agency professional asks and answers the questions a customer has about some travel plans. The learner will listen to the customer and the travel agency professional discuss options and use the information available on a website to decide travel dates and arrangements and book a ticket successfully. The learner will use the vocabulary of the lesson to respond to these situations in a professional way. To demonstrate what has been learned the learner will match the images of the vocabulary with the sound, spelling and definition of the key words in the lesson.

3- Crew Members and Security I:

After this lesson, the learner will be able to:

- Give explanations and information about security on board
- Understand expressions common in conversations that provide professional service.
- Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them.
- Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.

6- Departures, Arrivals & Useful Terms II:

After this lesson, the learner will be able to:

- Give explanations and information about departures and arrivals and deal with tourists professionally.
- Understand expressions common in conversations that provide professional service.
- Complete written exercises that demonstrate they are capable of matching the written forms of designs to the sounds and images that correspond to them.
- Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.



/Tourist Customer Service

9- An Agency With A Problem And Reporting Lost Property To A Station Guard:

-On successfully completing this lesson the learner will be able to help a client when the client has a problem related to the travel arrangements and plans they have made. The learner will listen to the problem the client has and act in a professional, sensitive and helpful manner. The learner will practice the vocabulary of the lesson to respond to these situations in a professional way. To demonstrate what has been learned the learner will match the images of the vocabulary with the sound, spelling and definition of the key words in the lesson.

10- Dialogue Questions:

After this lesson, the learner will be able to:

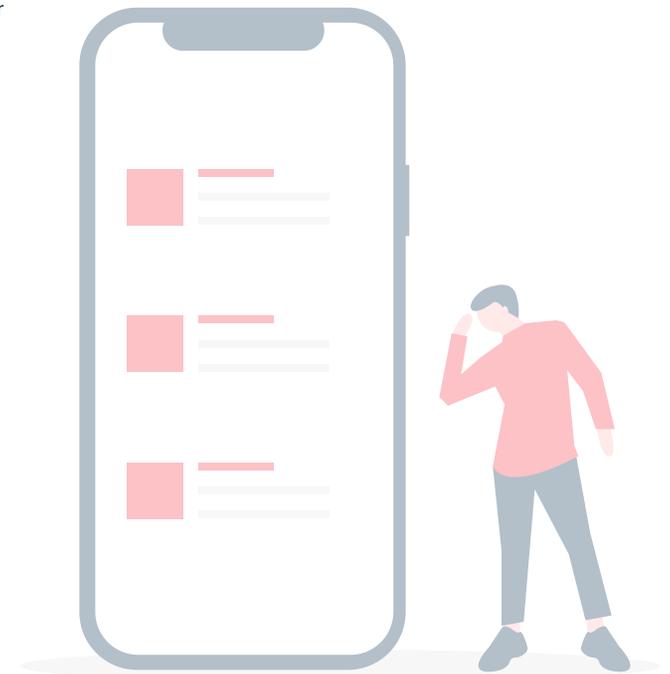
- Give explanations and information about security on board.
- Understand expressions common in conversations that provide professional service.
- Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them.
- Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.

11- Train Transport. You've got mail:

-The learner will practice the language they have learned in the previous exercises by writing an email explaining how they lost their luggage when they were travelling by train. In this lesson they will follow instructions to record their description of a trip they made to a new city by train then they will send it to their teacher to be personally evaluated.

12- Course test:

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





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