Hospitality English Course Outline

Course Description

In this course, students will learn English for the hospitality industry. Through intensive study and practice of the material in the course textbook, supplemented by in-class tasks, assignments, and quizzes students will become more comfortable with English for hospitality purposes.

Students will practice a variety of dialogues and tasks in pairs and groups. Workbook speaking and writing exercises will help students practice and learn the new grammar forms, vocabulary, and phrases learned in class. Each unit will be followed by a quiz.

Learning Outcomes

- Students will learn to understand and speak English as used in the hospitality industry.
- Students will acquire specialized hospitality and tourism terminology.
- Students will feel confident in serving guests and customers in English.
- Students will build their confidence in communicating in English.

Course Content

- Marketing
- Dealing with the public
- Dealing with complaints
- Offering advice
- Speaking to groups
- Dealing with figures
- Taking part in meetings
- Making presentations
- Handling telephone calls
- Socializing and making small talk

Grading Criteria

In-class work	20%
Weekly quizzes	30%
Mid-term exam	20%
Final exam	30%

Instructor: L. Faire

Required Course Materials

English for International Tourism, Peter Strutt, Pearson (student book)
English for International Tourism, Peter Strutt, Pearson (workbook)