

Inglés Hostelería.

Código: 3551

Estos **Cursos** están compuestos por un pack de formación ideados para desarrollar **Formación Continua** en las modalidades “**a distancia**” y/u “**on line**”. Los contenidos de nuestros cursos, ajustados a los certificados de Profesionalidad, dan cobertura a un gran número de cualificaciones profesionales. Cada pack de formación se compone de: manual ó temario del alumno, cuaderno de anotaciones, prueba de evaluación y cuestionario de calidad y en su caso CD o DVD o claves para el acceso al aula virtual basada en la plataforma libre más conocida Moodle. Ofrecemos un servicio especializado de tutorías en las modalidades “**a distancia**” y “**on-line**”, por el que más de 100 profesionales cualificados gestionarán su curso formativo, tanto a nivel administrativo y docente, encargándose de:

1. **Tutor personal** por alumno.
2. **Gestión del envío** del temario o manual formativo.
3. **Seguimiento permanente del aprendizaje.**
4. **Resolución de dudas.**
5. Emisión de un **diploma acreditativo.**

➤ **Modalidad: Distancia**

➤ **Duración: Tipo A - de 76 a 85 horas**

➤ **Objetivos:**

Este curso está enfocado para alumnos que van a trabajar o de hecho ya están trabajando en el sector de la hostelería.

El curso parte de un nivel básico de inglés, para facilitar accesibilidad a los alumnos. Su principal propósito es enseñar a hablar a los alumnos y que éstos puedan entender a los huéspedes para hacer su estancia lo más agradable posible, y que ellos disfruten de un trabajo bien hecho.

➤ **Contenidos:**

Unit 1: Introductions

Listening and pronunciation: Alphabet; spelling names; word stress.

Language focus and practise: Verb to Be.

Personal job life: Questions and answers; names, jobs and countries.

Speaking practice: Introductions

Unit 2: The check-in

Listening and pronunciation: Rooms bookings by e-mail; confirmation letters.

Language focus and practise: Days, months, dates.

Personal job life: Confirmation letter; check-in dialogue.

Speaking practice: Dealing with changes in bookings.

Unit 3: The hotel bedroom

Listening and pronunciation: Bedroom objects in standard and luxury rooms.

Language focus and practise: There is/are in questions, affirmatives and negatives.

Personal job life: Describing a standard and luxury hotel bedroom.

Speaking practice: Describing differences in hotel bedrooms.

Unit 4: bathroom & porter

Listening and pronunciation: Range of bathroom objects.
Language focus and practise: Prepositions of place.
Personal job life: Describing a hotel bathroom.
Speaking practice: Dialogue between porter and guests.

Unit 5: Services in the hotel

Listening and pronunciation: Vocabulary of hotel services.
Language focus and practise: Time; can, have, do/does are in questions, affirmatives and negatives.
Personal job life: Questions and answers: services in the hotel.
Speaking practice: Giving opening and closing times of hotel services.

Unit 6: Location of facilities

Listening and pronunciation: Understanding requests for directions.
Language focus and practise: To be, can, look; verbs of directions; prepositions of place.
Personal job life: Giving directions inside and outside the hotel.
Speaking practice: Explaining where services are.

Unit 7: Room services

Listening and pronunciation: taking room service orders.
Language focus and practise: Checking food orders; apologising and giving reasons.
Personal job life: Dealing with room services in the hotel.
Speaking practice: Taking, checking and correcting room service orders.

Unit 8: Problems & solutions

Listening and pronunciation: Understanding guests' problems during their stay.
Language focus and practise: Future tense.
Personal job life: Dealing with problems and solutions in the hotel.
Speaking practice: Understanding guests' problems during their stay and offering solutions.

Unit 9: Taking bar order

Listening and pronunciation: Taking orders for drinks.
Language focus and practise: Welcoming; offering choices of drinks.
Personal job life: Building conversations in the hotel bar.
Speaking practice: Taking bar orders; dealing with different types of payment.

Unit 10: In the restaurant (I)

Listening and pronunciation: Welcoming guests.
Language focus and practise: Greeting and seating guests.
Personal job life: Describing and recommending dishes in the restaurant.
Speaking practice: Taking orders; recommending and explaining dishes.

Unit 11: In the restaurant (II)

Listening and pronunciation: Dealing with orders for desserts, cheeses and coffee.
Language focus and practise: First conditional; asking about the meal.
Personal job life: Describing popular desserts in the restaurant.
Speaking practice: Describing desserts; taking orders.

Unit 12: Places to visit

Listening and pronunciation: Understanding requests for places to visit.
Language focus and practise: Verbs including modals, for recommending places to visit.
Personal job life: Describing and recommending places to visit in the region.
Speaking practice: Making suggestions about places to visit.

Unit 13: Enquiries

Listening and pronunciation: Understanding information on room rates.
Language focus and practise: Writing letters about room rates.

Personal job life: Answering enquiry letters about rooms and conference facilities.
Speaking practice: Exchange of information on room rates and conference facilities.

Unit 14: Using the phone

Listening and pronunciation: Responding to phone bookings.
Language focus and practise: Dealing with booking problems, apologising, offering alternatives.
Personal job life: Beginning and ending phone conversations.
Speaking practice: Dealing with phone bookings and problems, apologising and offering alternatives.

Unit 15: The check out

Listening and pronunciation: Understanding hotel bills in general and specific items on the bill.
Language focus and practise: Present perfect and past simple.
Personal job life: Questions and answers: the hotel bill.
Speaking practice: Presenting the hotel bill, methods of payment.

➤ **Contenidos del CD:**

Audiciones que refuerzan el aprendizaje a lo largo del contenido del libro.