

Atención al cliente en inglés en el servicio de restauración

Objetivo

The objective of this course is to learn how to communicate with one or more interlocutors in relation to dealing with work situations in the catering sector.

40 Horas de teoría.

A2 Nivel MCER recomendado.

7 Unidades.

Programa del curso

Unit 1: Welcoming clients, introductions, courtesy and farewells

01 Useful expressions and vocabulary

Function: Arriving at a restaurant. Receiving and accommodating clients. Restaurant customer service.

02 Practice in context

Function: Ordering in a restaurant. Arriving at a restaurant. Greetings and farewells.

03 Test

Unit 2: Complaints and apologies

04 Useful expressions and vocabulary

Function: Complaints. Apologies. Requests.

05 Practice in context

06 Test

Unit 3: Explaining and recommending dishes

07 Useful expressions and vocabulary - Food basics

Function: Food basics. Explaining food. Kitchen appliances.

08 Useful expressions and vocabulary - Snacks

Function: Table essentials. Snacks.

09 Practice in context - Basics and snacks

10 Useful expressions and vocabulary - Starters

Function: Starters. Seafood. Vegetables.

11 Useful expressions and vocabulary - Main courses

Function: Taking orders. Kinds of meat. Meat products. Kinds of fish.

12 Practice in context - Starters and main courses

13 Test

Unit 4: Explaining and recommending desserts and drinks

14 Useful expressions and vocabulary - Desserts

Function: Desserts. Sweet ingredients. Nuts

15 Practice in context - Desserts

Function: Ordering in a restaurant. Arriving at a restaurant. Greetings and farewells.

16 Useful expressions and vocabulary - Drinks

Function: Non-alcoholic drinks. Alcoholic drinks. Drink ordering. Tools

17 Practice in context - Drinks

18 Test

Unit 5: Money matters

19 Useful expressions and vocabulary

Function: Paying the bill. Currencies.

20 Practice in context

21 Test

Unit 6: Providing information, making reservations and managing orders

22 Useful expressions and vocabulary - Making reservations

Function: On the telephone. Reservation.

23 Practice in context - Making reservations

24 Useful expressions and vocabulary - Menus, leaflets and letters

Function: Menus. Leaflets. Letters.

25 Practice in context

Unit 7: Giving directions and communicating with your colleagues**26** Useful expressions and vocabulary - Directions

Function: Directions on the street. Directions in the restaurant.

27 Practice in context**28** Useful expressions and vocabulary - Staff**29** Practice in context**30** Test