

Inglés profesional para turismo

Objetivo

Practicar la comunicación profesional en inglés para gestionar servicios turísticos, informar al visitante y atender sus necesidades.

Qué trabajarás

Comercialización y reservas, información sobre destinos, documentos turísticos, atención al cliente y gestión de incidencias.

60 Horas de teoría.

71 Actividades.

3 Unidades.

Programa del curso

Unit 1: Management and Marketing of Tourism Services

- 01 What amenities does the resort have?
- 02 The best hotel services
- 03 Planning a Holiday
- 04 Booking a railway ticket
- 05 Travelling adventures 1 - Typical situation
- 06 Travel agency - Typical situation
- 07 Receptionists & Hotel Workers 1
- 08 Receptionists & Hotel Workers 2
- 09 Food & Beverage Suppliers
- 10 Problems with Delivery Suppliers
- 11 Booking a hotel room
- 12 Booking details
- 13 The hotel receptionist - Typical situation

Unit 1: Management and Marketing of Tourism Services · cont.

- 14 Travelling adventures 2 - Typical situation
- 15 Organising a convention - Typical situation
- 16 Advertising
- 17 Dialogue Questions I
- 18 Dialogue Questions II
- 19 Dialogue Questions III
- 20 Unit 1 Test

Unit 2: Providing Tourist Information

- 21 Leaflets and guides
- 22 Edinburgh
- 23 Guided tours
- 24 Agreeing Contract Details
- 25 Negotiating Contracts for Online Provision 1
- 26 Negotiating Contracts for Online Provision 2
- 27 Weather
- 28 Itineraries
- 29 At the clinic - Typical situation
- 30 Back to full health - Typical situation
- 31 Transport
- 32 Types of holiday
- 33 Holiday Destinations
- 34 Planning to visit the park
- 35 Tourism - Master class
- 36 A Hotel Leaflet
- 37 Holiday Reviews
- 38 We've made it to the van - Typical situation

Unit 2: Providing Tourist Information · cont.

- 39 Good to be alive - Typical situation
- 40 Customer service and satisfaction
- 41 Filling in the customer satisfaction questionnaire
- 42 Dialogue questions I
- 43 Dialogue Questions II
- 44 Dialogue questions III
- 45 Unit 2 Test

Unit 3: Tourist Information Services

- 46 Flights and Airports
- 47 Flying away - Typical situation
- 48 At customs, during the flight - Typical situation
- 49 At the airport - Typical situation
- 50 Everyday Communication in a Tourist Establishment
- 51 Megan Checks In
- 52 Megan Checks Out
- 53 Checking in and out of a hotel - Typical situation
- 54 Applying for a job in the tourism sector
- 55 Service Experience at The Highland Parks Hotel
- 56 The Happy Hostel
- 57 The complaint - Typical situation
- 58 Trouble abroad - stolen credit card and passport - Typical situation
- 59 Reporting lost property
- 60 Directions
- 61 The concert - Typical situation
- 62 Visitors insurance
- 63 Dealing with an Accident & Insurance Claim

Unit 3: Tourist Information Services · cont.

- 64 First Aid
- 65 At the hotel - Typical situation
- 66 A bit better - Typical situation
- 67 Dialogue Questions I
- 68 Dialogue Questions II
- 69 Dialogue Questions III
- 70 Unit 3 Test

Final test

- 71 End of Course Test