

Inglés profesional para turismo

Objetivo

Comprender y responder en inglés a clientes, huéspedes y proveedores en las situaciones habituales del sector turístico.

Qué trabajarás

Recepción, reservas, información turística, proveedores, documentación, reclamaciones y resolución de incidencias y emergencias.

90 Horas de teoría.

61 Actividades.

3 Unidades.

Programa del curso

Unit 1: Gestión comercial y administrativa de servicios turísticos

- 01 **Guests and Tourists I**
describe the principal services and facilities on offer to tourists.
- 02 **Guests and Tourists II**
describe the principal services and facilities on offer to tourists.
- 03 **Receptionists & Hotel Workers I**
give basic information about the service they give and the principal responsibilities and duties receptionists carry out.
- 04 **Receptionists & Hotel Workers II**
give basic information about the service they give and the principal responsibilities and duties receptionists carry out.
- 05 **Dialogue Questions**
In this lesson the learner will demonstrate understanding of the topics in the previous lessons by responding appropriately to questions the tutor asks.
- 06 **Typical Situation**
In this lesson the learner will demonstrate their understanding of a typical conversation between guests and reception staff at a hotel.
- 07 **Further Dialogue Questions**
In this lesson the learner will consolidate further understanding of the topics in the previous lessons by responding appropriately to the further questions the tutor asks.

Unit 1: Gestión comercial y administrativa de servicios turísticos · cont.

- 08 Consolidation**
Learners consolidate the vocabulary, pronunciation and communication practised in professional tourism situations.
- 09 Hotel Services I**
give basic information about the service the hotel gives. The learner will be able to ask and understand what the customer desires appropriately and carry out their instructions.
- 10 Hotel Services II**
give basic information about the service the hotel gives. The learner will be able to ask and understand what the customer desires appropriately and carry out their instructions.
- 11 Customer service and satisfaction I**
listen to a guest describe her/his satisfaction with the services and facilities they have used during their stay. The learner will be able to understand and write the information the client gives.
- 12 Customer service and satisfaction II**
listen to a guest describe her/his satisfaction with the services and facilities they have used during their stay. The learner will be able to understand and write the information the client gives.
- 13 Dialogue Questions**
In this lesson the learner will consolidate understanding of the topics in the previous lessons by responding appropriately to the further questions the tutor asks.
- 14 Typical Situation**
In this lesson the learner will demonstrate their understanding of a typical problem guests have at the hotel and provide solutions that satisfy the customer.
- 15 Further Dialogue Questions**
In this lesson the learner will consolidate further understanding of the topics in the previous lessons by responding appropriately to the further questions the tutor asks.
- 16 Consolidation**
Learners consolidate the vocabulary, pronunciation and communication practised in professional tourism situations.
- 17 Typical Situation: Checking into a hotel**
A practical immersion in the language, in which the student will live through a real life situation, similar to one they would confront in the language which they are learning.
- 18 The Hotel. You've got mail**
The student will attend a class where a teacher whose first language is that being taught, will pose questions and activities to the student.
- 19 Typical Situation: Organising a convention**
A practical immersion in the language, in which the student will live through a real life situation, similar to one they would confront in the language which they are learning.
- 20 Course test 1**
In this exercise the learner will test their understanding of the key topics in part one of the course by choosing the best solution to the questions each text has.

Unit 2: Información turística

- 21 Negotiating Contracts for Online Provision I**
listen to and understand the negotiations and descriptions of the principal services and contract terms that take place between an online booking company and a hotel manager.
- 22 Negotiating Contracts for Online Provision II**
On successfully completing this lesson the learner will understand the negotiations and descriptions of principal services and contract terms that take place between an online booking company and a hotel manager.
- 23 Giving Information to Tourists about Environmental Practice & Legislation I**
give basic information about environmental legislation in a national park and inform customers of the principal responsibilities and duties they have visiting the area.
- 24 Giving Information to Tourists about Environmental Practice & Legislation II**
give basic information about environmental legislation in a national park and inform customers of the principal responsibilities and duties they have visiting the area.
- 25 Dialogue Questions**
In this lesson the learner will consolidate understanding of the topics in the previous lessons by responding appropriately to the questions the tutor asks.
- 26 Formal Writing Practice. Arranging a Meeting**
In this lesson the learner will inform and arrange a meeting by email using information from the conversation in the previous lessons.
- 27 Further Dialogue Questions**
In this lesson the learner will consolidate understanding of the topics in the previous lessons by responding appropriately to the further questions the tutor asks.
- 28 Formal Writing Practice. Agreeing Contract Details**
In this lesson the learner will decide what information needs to be written in a contract and email using information extracted from the conversation in the previous lesson.
- 29 Consolidation**
Learners consolidate the vocabulary, pronunciation and communication practised in professional tourism situations.
- 30 Everyday Communication in a Tourist Establishment**
deal with the basic information the hotel uses to describe customer satisfaction and employee performance.
- 31 Service Experience at The Highland Parks Hotel**
On successfully completing this lesson the learner will understand the basic guidelines the hotel uses to evaluate the level of satisfaction and employee performance in a conversation between a customer and a receptionist.
- 32 Dealing with an Accident & Insurance Claim I**
contact and inform an insurance company and the next of kin about an accident that a visitor to the hotel has had.
- 33 Dealing with an Accident & Insurance Claim II**
contact and inform an insurance company and the next of kin about an accident that a visitor to the hotel has had.

Unit 2: Información turística · cont.

34 Dialogue Questions

In this lesson the learner will consolidate understanding of the topics in the previous lessons by responding appropriately to the questions the tutor asks.

35 Further Dialogue Questions

In this lesson the learner will consolidate understanding of the topics in the previous lessons by responding appropriately to the further questions the tutor asks.

36 Food & Beverage Suppliers

On successfully completing this lesson the learner will listen to and be able to describe the conditions of the principal services and contract terms that exist between a supplier and a hotel.

37 Problems with Delivery Suppliers

In this lesson the learner will listen to the problems the hotel and a supplier have and the solution they give to a problem that occurs with a special delivery.

38 Dialogue Questions

In this lesson the learner will consolidate what they understand of the topics in the lessons by responding appropriately to the questions the tutor asks.

39 Consolidation

Learners consolidate the vocabulary, pronunciation and communication practised in professional tourism situations.

40 Typical Situation: Travel agency

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.

41 Tourism. You've got mail

The student will attend a class where a teacher whose first language is that being taught, will pose questions and activities to the student.

42 Presentation of tourist information - Video of a trade fair

Video of a trade fair: For the duration of these lessons new vocabulary will be introduced throughout.

43 Course test 2

In this exercise the learner will test their understanding of the key topics in part two of the course by choosing the best solution to the questions each text has.

Unit 3: Atención al cliente turístico

44 Vocabulary for a Tourist I

Professional vocabulary and expressions for vocabulary for a tourist i.

45 Vocabulary for a Tourist II

Professional vocabulary and expressions for vocabulary for a tourist ii.

46 Crew Members and Security I

Professional vocabulary and expressions for crew members and security i.

Unit 3: Atención al cliente turístico · cont.

- 47 **Crew Members and Security II**
Professional vocabulary and expressions for crew members and security ii.
- 48 **Departures, Arrivals & Useful Terms I**
Professional vocabulary and expressions for departures, arrivals & useful terms i.
- 49 **Departures, Arrivals & Useful Terms II**
Professional vocabulary and expressions for departures, arrivals & useful terms ii.
- 50 **Nautical Terminology I**
Professional vocabulary and expressions for nautical terminology i.
- 51 **Nautical Terminology II**
Professional vocabulary and expressions for nautical terminology ii.
- 52 **Consolidation**
Learners consolidate the vocabulary, pronunciation and communication practised in professional tourism situations.
- 53 **Typical Situation: 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.
- 54 **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.
- 55 **An Agency With A Problem And Reporting Lost Property To A Station Guard**
help a client when the client has a problem related to the travel arrangements and plans they have made.
- 56 **Dialogue Questions**
In this lesson the learner will consolidate what they understand of the topics in the lessons by responding appropriately to the questions the tutor asks.
- 57 **Consolidation**
Learners consolidate the vocabulary, pronunciation and communication practised in professional tourism situations.
- 58 **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.
- 59 **Video of a trade fair**
Video of a trade fair: For the duration of these lessons new vocabulary will be introduced throughout.
- 60 **Course test 3**
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.

Final test

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Course summary test

In this exercise the learner will test their understanding of the key topics in the course by choosing the best solution to the questions each text has.