



Inglés profesional para turismo

REF: K447
HORAS: 90 horas lectivas
HORAS: 00 horas practicas

OBJETIVOS

During this course the learner will acquire the necessary language skills and vocabulary to successfully understand oral and written messages of an intermediate complexity in English. This course provides opportunities for the learner to respond professionally to the language used in familiar situations by guests, customers and suppliers to the tourist service by attending satisfactorily to the needs they have. Throughout the course, the learner will come across very many real situations. In these situations the learner has to interpret the communicative aims of the writers and numerous interlocutors to effectively deal with what occurs. These tourist sector clients and customers write, appear in person and speak by phone and the learner has to respond to each situation by using the phone, the fax, booking forms, contracts, customer satisfaction surveys and email appropriately. By the end of this course, the learner will be able to fluently express themselves with customers and suppliers at an intermediate level in a way fitting that of a tourist industry professional in the following areas: customer service and attention, working with travel agencies, tourist information offices, transport suppliers, contingency and emergency resolutions, tourist product offers and solving complaints.

ÍNDICE DE CONTENIDOS

COMMERCIAL AND ADMINISTRATIVE MANAGEMENT OF TOURIST SERVICES IN ENGLISH. (PART 1)

On successfully completing the course objectives at this level, learners will have the ability to give basic information to clients and attend to typical needs that a receptionist is familiar with in situations at work. These include dealing with work routines in familiar situations such as greeting people who use hotel services and asking for and giving information about the hotel and its services in a professional way. Learners will practice listening and responding to basic instructions and information that include general vocabulary and vocabulary specific to the duties a receptionist has, including asking guests where they are from and using numbers and dates to complete reservations and check the level of satisfaction. Learners will be able to understand basic requests and give instructions and information. Matching the written forms of words to the vocabulary used in everyday work situations, the learners will practice the terms in the exercises and keep a record of their pronunciation and speaking to monitor the progress they make and encourage reflection.

Commercial and administrative management of tourist services - Guests and Tourists I

On successfully completing this lesson the learner will be able to describe the principal services and facilities on offer to tourists. The learner will be familiar with typical customer requirements and follow instructions. The learner will be able to recognise the sound and written form of these common requirements and say what they are.



Commercial and administrative management of tourist services - Guests and Tourists II

On successfully completing this lesson the learner will be able to describe the principal services and facilities on offer to tourists. The learner will be familiar with typical customer requirements and follow instructions. The learner will be able to recognise the sound and written form of these common requirements and say what they are.

Commercial and administrative management of tourist services - Receptionists & Hotel Workers I

On successfully completing this lesson the learner will be able to give basic information about the service they give and the principal responsibilities and duties receptionists carry out. The learner will be able to ask and understand what the customer desires appropriately and carry out their instructions.

Commercial and administrative management of tourist services - Receptionists & Hotel Workers II

On successfully completing this lesson the learner will be able to give basic information about the service they give and the principal responsibilities and duties receptionists carry out. The learner will be able to ask and understand what the customer desires appropriately and carry out their instructions.

Commercial and administrative management of tourist services - 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.

Commercial and administrative management of tourist services - Typical Situation

In this lesson the learner will demonstrate their understanding of a typical conversation between guests and reception staff at a hotel. The learner will listen to the conversation and test their comprehension of the situation by answering multiple choice questions. The learner will complete a booking form with information from the conversation.

Commercial and administrative management of tourist services - 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.

Commercial and administrative management of tourist services - Consolidation

On successfully completing this lesson the learner will have demonstrated they are familiar with the vocabulary in the situations practiced in previous units and are able to use it in familiar ways: To distinguish between images and spell the names of what they see correctly, reflecting on the progress they make as they complete the lesson and receive feedback on intonation and stress.

Commercial and administrative management of tourist services - Hotel Services I

On successfully completing this lesson the learner will be able to 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.

Commercial and administrative management of tourist services - Hotel Services II

On successfully completing this lesson the learner will be able to 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.



Commercial and administrative management of tourist services - Customer service and satisfaction I

On successfully completing this lesson the learner will be able to 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.

Commercial and administrative management of tourist services - Customer service and satisfaction II

On successfully completing this lesson the learner will be able to 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.

Commercial and administrative management of tourist services - 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.

Commercial and administrative management of tourist services - 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. The learner will listen to the problem and demonstrate their comprehension of the situation by answering multiple choice questions. The learner will complete a complaints form with information from the conversation.

Commercial and administrative management of tourist services - 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.

Commercial and administrative management of tourist services - Consolidation

On successfully completing this lesson the learner will have demonstrated they are familiar with the vocabulary in the situations practiced in previous units and are able to use it in familiar ways: To distinguish between images and spell the names of what they see correctly, reflecting on the progress they make as they complete the lesson and receive feedback on intonation and stress.

Commercial and administrative management of tourist services - 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. In this lesson the student will be introduced to new vocabulary, then, once the exercise has been completed, they will have an opportunity to practice this new vocabulary.

Commercial and administrative management of tourist services - 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. The student will interact with the teacher through guided dialogues. At the same time the teacher will evaluate the student user on their performance and inform them of their progress through our very own exclusive dexway method, using text and voice to clarify any specific areas that require attention, such as pronunciation, etc.

Commercial and administrative management of tourist services - 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. In this lesson the student will be



introduced to new vocabulary, then, once the exercise has been completed, they will have an opportunity to practice this new vocabulary.

Commercial and administrative management of tourist services - 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. The learner will be shown their performance and progress made at the end of each exercise.

PRESENTATION OF TOURIST INFORMATION IN ENGLISH. (PART 2)

On successfully completing the course objectives at this level, learners will be able to understand the negotiations between travel agencies and commercial holiday agencies and discuss and agree the terms and conditions in a contract. The skills the student acquires include managing information about pricing, supplies and services, explaining environmental legislation and practice to customers, analysing the quality of the service at the hotel and helping clients inform an insurance company and deal with an accident. They will be able to understand basic requests and give instructions and information to suppliers, and travel agencies about orders and contracts. They will be able to give information to insurance companies and respond to customer needs in a sensitive way. Matching the written forms of words to the vocabulary and phrases used in these work situations, the student will practice the terms in the exercises and keep a record of pronunciation and speaking to monitor progress and encourage reflection.

Presentation of tourist information - Negotiating Contracts for Online Provision I

On successfully completing this lesson the learner will be able to 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. The learner will be able to recognise the terms involved and request the appropriate written information. The learner will be able to respond to situations that require specific knowledge in a professional way by phone, e-mail or face to face.

Presentation of tourist information - 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. The learner will be able to recognise the terms involved and how to appropriately request information and clarification. The learner will be able to respond to situations that require specific knowledge in a professional way by phone, e-mail or face to face.

Presentation of tourist information - Giving Information to Tourists about Environmental Practice & Legislation I

On successfully completing this lesson the learner will be able to give basic information about environmental legislation in a national park and inform customers of the principal responsibilities and duties they have visiting the area. The learner will be able to provide the information the customer requires appropriately. The learner will be able to respond to situations that require specific knowledge in a professional way by phone, in writing or face to face.

Presentation of tourist information - Giving Information to Tourists about Environmental Practice & Legislation II

On successfully completing this lesson the learner will be able to give basic information about environmental legislation in a national park and inform customers of the principal responsibilities and duties they have visiting the area. The learner will be able to provide the information the customer



requires appropriately. The learner will be able to respond to situations that require specific knowledge in a professional way whilst referring to written information.

Presentation of tourist information - 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.

Presentation of tourist information - 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. The learner will be able to start and conclude emails appropriately and provide key information.

Presentation of tourist information - 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.

Presentation of tourist information - 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. The learner will be able to start and conclude emails appropriately and provide key information. The learner will become familiar with the content and layout of a simple contract and internal emails.

Presentation of tourist information - Consolidation

On successfully completing this lesson the learner will have demonstrated that they are familiar with the vocabulary in the situations practiced in previous units and are able to use it in familiar ways: To distinguish between images and spell the names of what they see correctly, reflecting on the progress made as they complete the lesson and receive feedback on intonation and stress.

Presentation of tourist information - Everyday Communication in a Tourist Establishment

On successfully completing this lesson the learner will be able to deal with the basic information the hotel uses to describe customer satisfaction and employee performance. The learner will listen to an interview between a member of staff and a manager and use the information to complete a satisfaction survey. The learner will be able to respond to situations that require specific knowledge in a professional way by phone, mail or face to face.

Presentation of tourist information - 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. The learner will listen to an interview between a member of staff and a customer and use the information from a conversation to complete a survey on the quality of service at the hotel. The learner will be able to summarise situations that require specific knowledge in a professional way by phone, mail or face to face using the written and oral skills acquired.

Presentation of tourist information - Dealing with an Accident & Insurance Claim I

On successfully completing this lesson the learner will be able to contact and inform an insurance company and the next of kin about an accident that a visitor to the hotel has had. The learner will be able to give relevant information about the client in a professional way, responding to the situation in a sensitive and helpful manner. The student will respond to situations that require specific knowledge in a professional way by phone, mail or face to face.



Presentation of tourist information - Dealing with an Accident & Insurance Claim II

On successfully completing this lesson the learner will be able to contact and inform an insurance company and the next of kin about an accident that a visitor to the hotel has had. The learner will be able to give relevant information about the client in a professional way, responding to the situation in a sensitive and helpful manner. The student will respond to situations that require specific knowledge in a professional way by phone, mail or face to face.

Presentation of tourist information - 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.

Presentation of tourist information - 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.

Presentation of tourist information - 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. The learner will recognise and use the key terms involved appropriately in customer and supplier situations. The learner will be able to respond to situations that require specific knowledge in a professional way by phone or mail. To demonstrate what has been learned the learner will match the images of the vocabulary with the sound, spelling and definition of the key words in the lesson.

Presentation of tourist information - 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. The learner will see how the information the hotel and supplier have is used to deal with the situation appropriately. The learner will respond to situations that require specific knowledge of the problem in a professional way. To demonstrate what has been learned the learner will match the images of the vocabulary with the sound, spelling and definition of the key words in the lesson.

Presentation of tourist information - 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.

Presentation of tourist information - Consolidation

On successfully completing this lesson the learner will have demonstrated that they are familiar with the vocabulary in the situations practiced in previous units and are able to use it in familiar ways: To understand and respond to conversations that reuse and consolidate the vocabulary of the unit. The learner will be able to use the images, terms and definitions in the unit correctly, reflecting on the progress and receiving feedback on intonation and stress in dialogues. They will be capable of responding to situations that require specific knowledge in a professional way by phone, mail or face to face, such as dealing with emergency situations and insurance claims.

Presentation of tourist information - 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. In this lesson the student will be



introduced to new vocabulary, then, once the exercise has been completed, they will have an opportunity to practice this new vocabulary.

Presentation of tourist information - 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. The student will interact with the teacher through guided dialogues. At the same time the teacher will evaluate the student user on their performance and inform them of their progress through our very own exclusive dexway method, using text and voice to clarify any specific areas that require attention, such as pronunciation, etc.

Presentation of tourist information - Channel Dexway

Video of a trade fair: For the duration of these lessons new vocabulary will be introduced throughout. It should be noted that these lessons are very valuable, as they provide the student with an opportunity to build on their comprehension in a relaxed, natural and fun way.

Presentation of tourist information - 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. The learner will find out their performance and the progress made at the end of each exercise.

TOURIST CUSTOMER SERVICE IN ENGLISH. (PART 3)

On successfully completing the course objectives at this level, learners will have the ability to help tourists when they ask for service and help, informing tourists about travel times, arrival and departures and explaining security measures that protect them. In familiar situations learners will practice these situations and politely provide an appropriate service. Inferring context and using interactive exercises to confirm understanding, learners will practice listening and complete sample dialogues that consolidate the vocabulary in the topic. The learners will complete written exercises that demonstrate that they are capable of matching the written forms of words to the vocabulary used in conversations with the tourist. The learner will practice the terms in the exercises and a record of their pronunciation will be generated to monitor the progress made and encourage reflection.

Tourist customer service - Vocabulary for a Tourist I

After this lesson, the learner will be able to: - Give explanations and information to tourists. – Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. – Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.

Tourist customer service - Vocabulary for a Tourist II

After this lesson, the learner will be able to: - Give explanations and information to tourists – Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. – Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.

Tourist customer service - Crew Members and Security I

After this lesson, the learner will be able to: - Give explanations and information about security on board - Understand expressions common in conversations that provide professional service. -



Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. - Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.

Tourist customer service - Crew Members and Security II

After this lesson, the learner will be able to: - Give explanations and information about security on board - Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. – Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.

Tourist customer service - Departures, Arrivals & Useful Terms I

After this lesson, the learner will be able to: - Give explanations and information about departures and arrivals and deal with tourists professionally. – Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. – Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.

Tourist customer service - Departures, Arrivals & Useful Terms II

After this lesson, the learner will be able to: - Give explanations and information about departures and arrivals and deal with tourists professionally. – Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching the written forms of designs to the sounds and images that correspond to them. – Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.

Tourist customer service - Nautical Terminology I

After this lesson, the learner will be able to: - Give explanations and information using nautical terminology. – Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. – Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.

Tourist customer service - Nautical Terminology II

After this lesson, the learner will be able to: - Give explanations and information using nautical terminology. – Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. – Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.

Tourist customer service - Consolidation

After this lesson, the learner will be able to: - Give explanations, describe situations, deal with problems and act professionally. – Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. – Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.



Tourist customer service - 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. In this lesson the student will be introduced to new vocabulary, then, once the exercise has been completed, they will have an opportunity to practice this new vocabulary.

Tourist customer service - 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. The learner will listen to the customer and the travel agency professional discuss options and use the information available on a website to decide travel dates and arrangements and book a ticket successfully. The learner will use the vocabulary of the lesson to respond to these situations in a professional way. To demonstrate what has been learned the learner will match the images of the vocabulary with the sound, spelling and definition of the key words in the lesson.

Tourist customer service - An Agency With A Problem And Reporting Lost Property To A Station Guard

On successfully completing this lesson the learner will be able to help a client when the client has a problem related to the travel arrangements and plans they have made. The learner will listen to the problem the client has and act in a professional, sensitive and helpful manner. The learner will practice the vocabulary of the lesson to respond to these situations in a professional way. To demonstrate what has been learned the learner will match the images of the vocabulary with the sound, spelling and definition of the key words in the lesson.

Tourist customer service - 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.

Tourist customer service - Consolidation

The learner will complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. – Testing their knowledge of the terms in the exercises and keeping a record of their pronunciation to monitor progress.

Tourist customer service - 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. In this lesson they will follow instructions to record their description of a trip they made to a new city by train then they will send it to their teacher to be personally evaluated.

Tourist customer service - Channel Dexway

Video of a trade fair: For the duration of these lessons new vocabulary will be introduced throughout. It should be noted that these lessons are very valuable, as they provide the student with an opportunity to build on their comprehension in a relaxed, natural and enjoyable way.



Tourist customer service - 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. The learner will know the performance and the progress made at the end of each exercise.

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. The learner will know the performance and the progress made at the end of each exercise.