



# English for Travel & Tourism

Course Information



# English for Travel & Tourism

This course is for students who wish to communicate effectively in everyday situations and gain a sound understanding of the principles of the English language.

The content of the Travel and Tourism course can be tailored for both managers and/or customer-facing personnel, and can be job specific (for example, tour guide, reception staff). This is for anyone who needs to develop the language and skills necessary to work in an environment related to travel and tourism.

## Student profile

This course is for anyone who needs to develop the language and skill necessary to work in an environment related to tourism and hospitality. A needs analysis will be conducted at the start of the course, which can be tailored for managers and/or customer-facing personnel or be job specific (for example, tour guide, hotel reception staff).

## Objectives

This course provides the opportunity for you to improve the skills of reading, writing, listening and speaking as well as enhancing and increasing your active / working vocabulary and grammar knowledge. There will be a focus on accuracy and on developing fluency. By the end of the course you can expect to have improved your communicative competence and feel more confident and independent as a learner.

You will also learn how to communicate effectively with clients, customers and guests using the correct etiquette, and deepen your understanding of cross-cultural interaction. You will learn targeted, functional language enabling you to meet client needs, provide high levels of service, and understand and solve problems.



## Key Facts

Location:	Torbay
Lessons/hours per week:	30 / 22.5
Lesson length:	45 minutes
Lesson schedule:	09.00 – 12.30 & 13.00 – 14.30
Class size (maximum):	15 + 12
Course length:	1-4 weeks
Start Date:	Every Monday
Levels:	B1+
Minimum number to run:	1

# Sample Timetable

Monday	Tuesday	Wednesday	Thursday	Friday
Testing, placement and induction	<b>Homework Check</b>	<b>Homework Check</b>	Homework Check	Homework Check
	<b>Listening Vivid Recollections of Early Childhood</b>	<b>Reading and Speaking top attractions in Devon</b>	Vocabulary current affairs - multi-word verbs	Learner training making use of study websites
	<b>Grammar used to/would for past habits and states</b>	<b>Webquest planning a weekend in Devon.</b>	Reading skills prediction - newspaper articles	Authentic listening- BBC iplayer
Break				
<b>Speaking negotiation of week's work - giving /asking for opinions. Setting learning Goals</b>	<b>Vocabulary descriptive language</b>	<b>Functional English- making a complaint - roleplay</b>	Language of presenting an argument agreeing and disagreeing	Review of week Progress test
<b>Study skills using an online dictionary/get the app</b>	<b>Speaking – describing a childhood memory.</b>	<b>Pronunciation – sounds in connected speech and intonation</b>	Speaking – discussion of topics from newspaper	Speaking – ways to continue learning English after the course
<b>Homework: Look at LAL Advantage</b>	<b>Homework: Writing: Keeping a learning diary</b>	<b>Homework: Watch the BBC news and make notes on the stories</b>	Homework: Start a conversation with a native speaker	Homework: To be discussed
Lunch				
Topic: Trends in tourism Tourism organisations and tourist boards	<b>Topic: Travel agencies and tour operators</b>	<b>Topic: Advising a Client</b>	Topic: Customer Relations	Topic: Hotel Facilities
Language focus: types and means of travel	<b>Making and receiving telephone calls</b>	<b>Analysis: Reading brochures Giving information and advice</b>	Dealing with Complaints	Hotel departments and functions
	<b>Taking bookings and filling in forms</b>	<b>Helping clients make choices</b>	Language focus: Spoken and written apologies	Describing hotel Facilities
			Confirming agreements	Comparing and rating hotels

Students will benefit from 22.5 hours a week of lessons, 15 General English and 7.5 Travel and Tourism. Students will have the chance of taking part in several activities organised by the school.

This is an indicative timetable and the exact contents of the course will vary from week to week.