Hospitality English

English for when it's needed the most

Empower your staff with the English skills they need to service your clients on the front end. *Hospitality English* is a supplementary course designed to develop job- specific and social language for a variety of positions, from hotel receptionist to sales manager.

Created to be used in parallel with other DynEd courses, this course will help prepare staff that will be dealing with customers with different accents and levels of language.

Levels

DynEd Levels: 1.7 to 2.5

Features

- 6 units, each with a different job focus

- Listening and speaking exercises for each unit

- Voice Record and Speech Recognition

- Vocabulary Exercises

- Variety of national and regional accents

- Records Manager

- Intelligent Tutor

- Extensive Teacher's Guide with class suggestions and handouts

- Windows, Mac, iOS and Android versions

The DynEd Advantage

Hospitality English is tailored specifically for people engaged in the hotel and tourist industries. It focuses on primary language functions, such as requesting, refusing, suggesting, confirming, and asking questions. The language is presented in the context of the hospitality business workplace and has been carefully chosen to include high-frequency vocabulary.

Authored by Lawrence J. Zwier, the associate director of the English Language Center at Michigan State University and author of many ESL books, Hospitality English is most effectively used in parallel with New Dynamic English, Functioning in Business, and Dynamic Business English.

With Hospitality English your staff will be able to:

- Communicate clearly with your English-speaking guests from the moment they arrive

- Improve your guests' hospitality experience with efficient customer service in all areas

- Feel empowered in their roles as they gain confidence in their English language skills

Contents

Hospitality English is a six-unit course focusing on key communication concepts and vocabulary used in the hotel and tourist industries. Units are designed around specific job functions and situations.

Unit 1: Front Desk & Reception

5 interactive dialogs related to checking-in

Oral Dictations & Question Practice with Speech Recognition

Unit 2: Restaurant & Bar

4 interactive dialogs related to food and drink service

Oral Dictations & Question Practice with Speech Recognition

Unit 3: Cashier & Checkout

4 interactive dialogs related to payment and checking out

Oral Dictations & Question Practice with Speech Recognition

Unit 4: Guest Services

4 interactive dialogs related to basic housekeeping and room service

Oral Dictations & Question Practice with Speech Recognition, plus a Housekeeping Vocabulary lesson

Unit 5: Guest Relations & Sales

4 interactive dialogs related to sales and customer service tasks

Oral Dictations & Question Practice with Speech Recognition

Unit 6: Telephone Services

4 interactive dialogs related to telephone services and messages

Oral Dictations & Question Practice with Speech Recognition

Testing Tools

Placement Test

DynEd's Placement Test positions students at their appropriate starting point within DynEd's courses. The process is quick and easy, thanks to DynEd's computer-adaptive testing technology.

Speaking Test

Using state-of-the-art speech recognition technology, DynEd's Speaking Test quickly and automatically measures students' oral proficiency, eliminating the need for expensive native language raters.

Intelligent Tutor

DynEd's Intelligent Tutor provides students with real-time, qualitative feedback that continuously helps them maximize the outcomes of their DynEd study time.