

## English for Hospitality

At the end of the course, the participants are expected to be able to use proper language in handling various contexts of situations that they might come across in the field of hospitality. Participants will also obtain knowledge of vocabulary needed in both spoken and written communication when dealing professionally with clients, and for further studies, and should have attained an equivalent standard to IELTS 5.0.

By the end of the course, participants should be able to:

- Expand their practical skills of understanding in the field of hospitality
- Expand listening skills when listening for information and key words
- Expand their communication skills and mastering vital phrases in the field of hospitality
- Improve the use of the English language confidently in term of fluency
- Use grammatical structure precisely
- Widen their existing vocabulary
- Enhance communication skills with potential customers, clients and colleagues in English
- Develop basic academic skills including essay writing.

At the end of the English for Hospitality module, students are expected to be able to apply the skills and strategies taught throughout the course which will be demonstrated and measured through practicums, formative tests, and a final paper.

Students will have invaluable opportunities to improve their communicative and receptive skills. They will practice many practical skills including confirmation writing, writing down recipes in the context of alcoholic beverages, and study skills. These study skills include note taking, being able to find key information from lecture notes quickly, and listening to a lecture for main ideas.

By the end of the course, participants should be able to:

The course clarifies the structure and organisation of the assessment in the four areas below:

**Listening:** Industry specific skills that will be measured are understanding and executing instructions, comprehending customer complaints, and accurately taking down customer orders and requests. Study skills will be listening to a short lecture and highlighting the main ideas.

**Reading:** Reading efficiently, using appropriate and time-saving reading techniques. Being able to skim lecture notes for key information and use on a test.

**Writing:** Compose a letter or email to confirm a booking that has a polite greeting, restates the key information, includes a reference code, gives payment options, and a polite signing off.

**Speaking:** Students will learn how to politely deal with customers in multiple scenarios including confirming orders / personal information, asking for clarification, and dealing with and redirecting complaints.

Students will also learn how to use backchanneling techniques to demonstrate both interest and understanding when talking with both customers and co-workers / managers.

**Pronunciation:** Common and serious issues from L1 interference will be addressed. For students coming from Sri Lanka and Southern India (i.e. languages with a Dravidian background speakers). These are commonly:

- Diphthongs
- ɔ: vs əʊ
- æ vs ɒ vs ɑ:
- aspirated consonants (p, t, k)
- θ vs ð
- ʒ
- soft pronunciation of ŋ, avoiding ŋgg mispronunciation
- differentiating between the clear pronunciation of L and the dark ending pronunciation (Ex: clear vs full)

This in addition to issues with over stressing / no stress, liking sounds, contractions, and schwas which are common issues for all students studying English as a second language. Special attention will also be given to correct intonation for raising and falling questions to avoid coming across as rude to customers.

**Vocabulary:** Students will be familiar with some of the key industrial terms, particularly those related to food and beverages. They will also need to be familiar with some common French vocabulary for food and drinks.

**Grammar:** Students will deal with essential and frequent grammar structures that represent common issues for students studying Hospitality. This includes articles, Subject – Verb agreement, countable and uncountable nouns, past versus simple present, future tense, and suggestions versus commands.

Students will also be given instruction on writing at the sentence level and individual sentence level so they will be better able to create a competent letter, email, short essay response.

### **Additional Skills:**

Students will learn to communicate in English through dynamic class activities, presentation and group discussions in order to boost their confidence in:

- speaking in different environments
- giving information about multiple subjects
- being sure that they are being understood while being both professional and polite

### **Contact Hours**

The course will run for 3 hours a lesson, 2 times a week, for 12 weeks. This will give students 24 sessions and 72 hours in class.

### **Assessment**

Students will be given 3 practicums that involve speaking to a customer in three different contexts that will each count for 10% of the final grade.

1. Taking orders from a customer
2. Giving directions and information to a customer
3. Politely dealing with and redirecting customer complaints

In addition, students will receive 2 formative tests at the end of each month which will cover all of the above mentioned skills except for speaking and pronunciation (covered in the practicums).

In the last class students will be given the final which constitutes 70% of their final grade. This test will cover the reading, writing, listening, grammar, and vocabulary that was taught throughout the module.

Recommended text: Stott, T., & Revell, R., English for the hotel and catering industry. 2014. Oxford University Press