

The BELFAST Programme

Building English Language For A Successful Transition

The BELFAST Programme helps you by:

- Improving your communication skills in English, so that you can get a job, a better job or promotion in the area where you have skills, qualifications and knowledge.
- Giving new opportunities to identify what you need to do to improve your English grammar and vocabulary for work and everyday living
- Helping you understand the job-hunting process in Belfast and beyond.

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Hotel & Hospitality English

*Building English Language
For A Successful Transition*

Improving your English for Employability



Belfast Unemployed Resource Centre

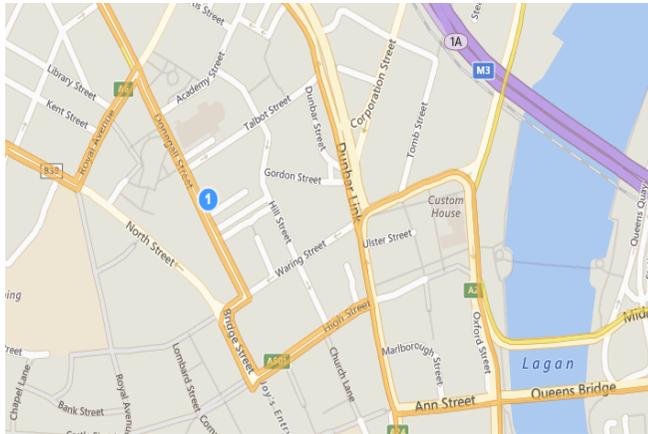
Hotel & Hospitality English

This course is for you if you are an elementary-level adult (A1-A2) who need English for the hospitality industry, such as workers in hotels and restaurants. It is ideal for front-line staff who need to communicate confidently in English to maintain good customer relations.

- 24 units cover a wide range of practical scenarios, such as meeting and greeting guests, taking orders at breakfast and at the bar, handling guest complaints and dealing with guest requests.
- Each 4-page unit includes an easy-to-follow photo story that deals with the topic of the unit and introduces key functional language.
- The focus is on listening and speaking, using authentic activities for work and everyday living in Belfast and beyond.

Costs

Free



Duration and time

Each week you will need:

- 2 hours in the face-to-face class
- 6+ hours for private study

Content

- Dealing with guests
- Reservations
- Telephone and email
- Housekeeping
- Telephoning
- Bar and restaurant
- Communication skills for everyday life in Belfast and beyond.

You will use

Mike Seymour, 2012 *Hotel & Hospitality English*, Harper Collins, London

The process

- *Initial test and interview:* This makes sure you are at the correct level to benefit from *Hotel & Hospitality English*
- *Induction:* To introduce you to *Hotel & Hospitality English*
- *Face-to-face classes:* To introduce and practise new grammar and vocabulary, with support for your private study activities
- *Self Access Centre:* You can come for private study and to meet other Learners of English.