

HESL 1050 - English for Hotel and Resort Professionals

HESL 1050 - Scope & Sequence

Unit	Topic	Key Vocabulary	Listening & Speaking goals	Reading & Writing goals	Grammar Focus	Resources	Target Task
1	Introduction and Getting to know you...	n/a	n/a	n/a	n/a	Course Outline	<p>To introduce the units</p> <p>To provide overview of assignments</p> <p>To build trust, respect, and relationships in the classroom</p> <p>To set ground rules.</p>
2	Checking-In	<p>Check-in phrases and general vocabulary such as:</p> <p>Chalet Lodge Suite Guest house B & B Inn</p>	<p>To be able to greet and receive guests at a hotel</p> <p>To be able to successfully check guests into a hotel</p>	<p>To be able to fill out a check-in form</p> <p>To be able to read various forms of identification</p>	<p>The present simple (There is/There are).</p> <p>Prepositions of place.</p> <p>The following structures and how to use</p>	<p>Video of Check-in Scenarios</p> <p>https://www.youtube.com/watch?v=wyqfYJX23lg</p> <p>Recording of Guest</p>	<p>Guest Check-in Simulation Assignment</p> <p>Journal Reflection</p>

		<p>Boutique Hotel Motel Hotel Hostel Vacancy Bell boy Minibar Wake up call Fully booked Bar Restaurant Room service Parking Laundry Pool Check in Check out</p>	<p>To be able to listen for specific information during guest check-in</p> <p>To be able to listen for guest check-in questions and answer their questions</p> <p>To demonstrate (speaking/listening) understanding of:</p> <ul style="list-style-type: none"> - Guest room types - Hotel/resort amenities <p>Hotel/resort services</p> <ul style="list-style-type: none"> - Hotel/resort facilities <p>How Learn the do's and don'ts of</p>	<p>To be able to read check-in policies</p>	<p>these different structures to make polite, indirect questions:</p> <ul style="list-style-type: none"> - "Can you tell me...?" - "Do you know....?" - "Would you mind...?" 	<p>Conversations, Key phrases, and comprehension activity:</p> <p>https://www.englishclub.com/english-for-work/hotel-check-in-out.htm</p> <p>Check in form</p>	<p>Online Discussion Forum</p>
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			checking in guests				
3	Interacting with Guests	<p>Amenities in guest rooms, Basic guest greetings such as:</p> <p>Room service Laundry Restaurant Parking Translation Spa Fitness club Satellite TV Shuttle Wi- Fi</p> <p>Phrases:</p> <ul style="list-style-type: none"> • Can I help you? • May I help you? • Here you are. • Sure, no problem! • You are right. • Have a nice stay. • Thank you very much! 	<p>To understand the types of conversations staff have with guests.</p> <p>To be able to listen to common phrases used for small talk with guests</p> <p>To be able to hold small-talk conversations with hotel guests by using common phrases</p> <p>To be able to listen to and give directions to facilities inside the property</p>	<p>To be able to write down simple directions</p> <p>To be able to read a dialogue between hotel staff and guests and answer comprehension questions</p> <p>To be able to find and correct errors in a story that outlines the daily activities of a guest services agent at a resort</p>	<p>Asking questions and responding to questions</p> <p>Structures that allow one to ask for and give information to guests</p>	<p>General Vocabulary video: https://www.youtube.com/watch?v=TBdAvg4RlxY</p> <p>Worksheets and Activities: https://www.bau.edu.jo/UserPortal/UserProfile/PostsAttach/90103_2062_1.pdf</p>	<p>Guest interactions Video Project Assignment</p> <p>Journal Reflection</p> <p>Online Discussion Forum</p> <p>Worksheet on how to interact with guests</p>
					Present continuous		

4	Assisting guests and resolving complaints	<p>Useful words and phrases to give directions outside the hotel such as:</p> <p>Empathy Sorry apologize frustrated Certainly Nearby Far Distance Around the corner Day Trip Noisy Disturbance Complaint Complimentary Handle Resolution Resolve Assist</p> <p>Phrases: How can I help you? May I help you? Thanks Let me help you, sir. Certainly</p>	<p>To understand the types of complaints and situations that may arise in the hotel or resort</p> <p>To be able to listen and speak empathetically</p> <p>To be able to listen to various guest situations that may arise</p> <p>To be able to respond to guest requests, situations, and complaints</p>	<p>To be able to read guest emails and letters</p> <p>To be able to read about the various situations that arise: Guest allergies, challenges with pets, food intolerance</p> <p>To be able to reply to an email complaint with the appropriate phrases and terminology</p>	<p>Giving directions</p> <p>Structures for responding to complaints politely</p>	<p>Videos that outline guest complaints and concerns - students to select the appropriate approach and language to use to handle each situation</p> <p>https://www.youtube.com/watch?v=baCQpnxZxQQ</p> <p>Worksheets and lesson plan:</p> <p>https://www.laguardia.edu/uploadedFiles/CE/Content/English_Language_Learning/Center_for_Immigrant_Education_and_Training/GP-Hotel</p>	<p>Resolving Guest Complaints Simulation Assignment</p> <p>Journal Reflection</p> <p>Online Discussion Forum</p>
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		<p>Hello Just a moment. Would you like me to...? Oh, I am sorry.</p>				<p>T.E.A.C.H/Unit5.pdf</p>	
5	Checking-out	<p>Payment methods itemized bill pay cash credit Visa Amex Mastercard incidentals airport shuttle Appropriate</p> <p>Phrases How was your stay? Could I have your room key, please? Could you sign for these charges, please? Your total is...</p>	<p>To be able to successfully check guests out of a hotel</p> <p>To be able to listen for specific information during guest check-out</p> <p>To be able to listen for guest check-out questions and answer their questions</p>	<p>To be able to fill out the check-out form</p> <p>To be able to read and complete guest invoices</p>	<p>Practise the correct use of countable / uncountable nouns (for guest invoice inquiries)</p>	<p>Video: Watch videos and choose the correct direction words / phrases</p> <p>Key phrases and check out procedure: https://www.englishclub.com/english-for-work/hotel-check-in-out.htm</p> <p>Check out dialogue: https://www.youtube.com/watch?v=</p>	<p>Guest Check Out Simulation Assignment</p> <p>Journal Reflection</p> <p>Online Discussion Forum</p>

		How would you like to pay?				ZEC1mTLbm oE Check out form Sample Invoice	
6	Applying for Hospitality Jobs	Vocabulary related to hotel jobs such as: Bell Boy Front Desk House Keeping Night Audit Guest Services Concierge Bell Desk Maintenance Application General Manager Apply Hiring Interview Skills Experience Availability Resume Coverletter Employer Employee Applicant	Listen to job descriptions for various hotel/resort roles To be able to listen to and understand interview questions To be able to ask questions regarding job roles To be able to answer interview questions To understand the types of jobs available	To be able to read job descriptions and apply for jobs To be able to write a cover letter and resume To be able to reply to employer interview requests	Simple past tense to describe past experiences and job duties The Simple Future Tense to answer job interview questions and write cover letter	Video: Interview Videos https://www.youtube.com/watch?v=1mHjMNZZvFo https://www.youtube.com/watch?v=e4xlw0HM5Q0 Lesson Plan: https://www.britishcouncil.ro/sites/default/files/applying-job-to-tourism-hotel-intermediate-b1.pdf	Resume Coverletter Journal Reflection Online Discussion Forum

		Interviewer				Sample Job Descriptions	
						Sample Job Postings	

