Hospitality English

Oral English to improve hotel staff productivity

Hospitality English is a supplementary oral English course focusing on communication concepts and vocabulary of importance in the hotel and tourism industries. *Hospitality English* helps prepare students for a range of positions, from receptionist to sales manager.

Authored by Lawrence J. Zwier, associate director of the English Language Center at Michigan State University and author of several ESL texts, *Hospitality English* is most effectively used in parallel with other DynEd courses, especially *New Dynamic English*, *Functioning in Business*, and *Dynamic Business English*.

Hospitality English focuses on langauge functions, such as requesting, refusing, suggesting, and confirming. Language is presented in the context of a hospitality business workplace and has been carefully chosen to include high-frequency vocabulary essential in that business environment.

Contents

Hospitality English is a six-unit course focusing on key communication concepts and vocabulary as used in the hotel and tourism industries. Units are designed around the specific job functions. Following is a list of the units and lessons within each unit:

Front Desk & Reception
- 5 interactive dialogs related to checking-in
- Oral Dictations and Question Practice with Speech Recognition

Restaurant & Bar
- 4 interactive dialogs related to restaurant and bar
- Oral Dictations and Question Practice with Speech Recognition

Cashier & Checking Out
- 4 interactive dialogs related to cashier and checking-out
- Oral Dictations and Question Practice with Speech Recognition

Guest Services & Housekeeping
- 4 interactive dialogs related to basic housekeeping and room service
- Oral Dictations and Question Practice with Speech Recognition
- Housekeeping vocabulary lesson

Guest Relations & Sales
- 4 interactive dialogs related to sales and advisory tasks
- Oral Dictations and Question Practice with Speech Recognition

Telephone Services
- 4 interactive dialogs related to telephone services and messages
- Oral Dictations and Question Practice with Speech Recognition

A Listening-Based Interactive Multimedia Course

Lesson Types

Here are sample screens from some of the different types of lessons in Hospitality English.

Students select the unit of their choice from the Main Menu. There are six units: Front Desk; Restaurant and Bar; Cashier; Guest Services and Housekeeping; Guest Relations and Sales; and Telephone Services.

In all units, Focus Exercise lessons highlight basic sentence structure and grammar of importance. Students can practice constructing sentences using key vocabulary and grammar.

In the Guest Services unit, there is a Vocabulary lesson that focuses on housekeeping items such as ironing boards and hair dryers. Students will also learn how to use these words in sentences.

In all units, Question Practice lessons with Speech Recognition develop questioning skills that are essential at all positions. Students can practice constructing and asking information-eliciting questions based on the language presented. These exercises increase fluency and communicative confidence.

Level

This course assumes a pre-intermediate level of English. It is designed to be used in parallel with other DynEd courses, such as *New Dynamic English* and *Functioning in Business*. DynEd's *Placement Test* should be used to determine whether students are ready for this course. It is important to note that students who are preparing to deal with the public must be able to comprehend a wide range of accents and levels of language.

Features

- Units with Listening and Speaking Exercises
- Speech Recognition & Voice Record
- Vocabulary Exercises for Housekeeping Unit
- Variety of Accents
- Glossary and Help Menus
- Placement and Mastery Test
- Award-winning Records Manager to monitor study

DynEd's award-winning Records Manager is a sophisticated record-keeping system for teachers and administrators that stores, organizes and tabulates detailed study records of learners using any of DynEd's courses.

DynEd's solid, reliable technology allows all of its programs to be installed and run in language laboratories, on school or company networks, and/or on standalone computers for home or office-based tutorials. All DynEd courses work in conjunction with the LAN-based network Records Manager. Courses used in conjunction with DynEd's Internet-based Records Manager can also be used in any combination-with discs or without discs, on or off-line, providing maximum flexibility to support distance learning projects.

Minimum System Requirements

Windows
Windows 98, 2000, NT, or ME:
Pentium 200 Mhz with 64 MB of RAM
Windows XP: Pentium 300 Mhz /128 MB RAM
16 Bit Sound and microphone

Macintosh
Mac OS 8.6 or later: 200 Mhz Power PC
with 64 MB of RAM
Mac OS X 10.1.5: 300 Mhz /128 MB RAM
Built in sound and microphone

All: Speakers or headphones 4 X CD-ROM Thousands of Colors

Supplements
ASTD-approved Business
English Advantage Series