

LAL Language Centres

English for Travel and Tourism



This course is for anyone who needs to develop the language and skills necessary to work in an environment related to travel and tourism. This course can be tailored for both managers and/or customer-facing personnel, and can be job specific (for example, tour guide, reception staff). You will develop your communication skills across all four skill areas: speaking, listening, reading and writing. You will learn how to communicate effectively with clients, customers and guests using the correct etiquette, and you will deepen your understanding of cross-cultural interaction. You will learn targeted, functional language enabling you to meet client needs, provide high levels of service and understand and solve problems.

Course content sample

- Greeting guests and clients
- Dealing with requests
- Making recommendations / offering help / giving advice
- Organising functions and events
- Handling problems and complaints
- Giving / asking for opinions
- Giving directions
- Understanding the client's needs
- Describing and comparing (e.g. tourist attractions)
- Essential communication for Reception staff, Food & Beverage, Reservations staff, Concierge/Guest Service, Sales and Marketing, Security, Housekeeping, Running a meeting
- Dealing with difficult staff
- Giving and receiving feedback

Lessons per week: 20 (15 hours)
Schedule: Mornings or afternoons
Class size max: 12 students
Levels: B1+
Available in: Torbay
Course length: 2 weeks
Start dates (2017): 06 Mar, 02 Oct