

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 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.

Available in:	Torbay
Lessons per week:	20 lessons = 15 hours
Lesson length:	45 minutes
Lesson schedule:	Mornings or afternoons
Class size max:	12 students
Course length:	2 weeks
Starting dates 2017:	06 Mar, 02 Oct
Levels:	B1 Intermediate and higher

SAMPLE TIMETABLE

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<p>Topic: Trends in tourism</p> <p>Tourism organisations and tourist boards</p> <p>Language focus: types and means of travel</p>	<p>Topic: Travel agencies and tour operators</p> <p>Making and receiving telephone calls</p> <p>Taking bookings and filling in forms</p>	<p>Topic: Advising a client</p> <p>Analysis: Reading brochures</p> <p>Giving information and advice</p> <p>Helping clients make choices</p>	<p>Topic: Customer relations</p> <p>Dealing with complaints</p> <p>Language focus: Spoken and written apologies</p> <p>Confirming agreements</p>	<p>Topic: Hotel facilities</p> <p>Hotel departments and functions</p> <p>Describing hotel facilities</p> <p>Comparing and rating hotels</p>
BREAK				
<p>Analysis and discussion: Development of tourism in Singapore</p> <p>Mini presentation: Students make a tourism-related presentation on their home country</p>	<p>Asking for and confirming information</p> <p>Writing a confirmation email to a customer</p>	<p>Planning a package tour</p> <p>Identifying the strengths and weaknesses of a country</p>	<p>Reading and responding to written complaints</p> <p>Dealing with a claim for compensation</p> <p>Writing to unhappy customers</p>	<p>Fixing rates: different racking systems</p> <p>Negotiating bookings for conferences and groups</p>