



Hospitality English

Hospitality English is an award-winning supplementary oral English course which focuses on communication concepts and vocabulary of importance in the hotel and tourist industries. It helps to prepare students for a range of positions, from receptionist to sales manager.

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.

Level ▪ Intermediate

- Features
- 6 units, each with a different job focus
 - Listening and Speaking Exercises for each unit
 - 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
 - Supplements ASTD-approved Business English Advantage Series





Overview

Hospitality English is tailored specifically for people engaged in the hotel and tourist industries. It focuses on primary language functions, such as requesting, refusing, suggesting, confirming, and asking questions. The language is presented in the context of the hospitality business workplace and has been carefully chosen to include high-frequency vocabulary.

Authored by Lawrence J. Zwier, the associate director of the English Language Center at Michigan State University and author of many ESL books, *Hospitality English* is most effectively used in parallel with other DynEd courses, especially New Dynamic English, Functioning in Business, and Dynamic Business English. The recommended study path can be determined by DynEd's Placement Test and Intelligent Tutor.

Content Contents

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

Front Desk & Reception	Restaurant & Bar	Cashier & Checking Out
<ul style="list-style-type: none">▪ 5 interactive dialogs related to checking-in▪ Oral Dictations & Question Practice with Speech Recognition	<ul style="list-style-type: none">▪ 4 interactive dialogs related to restaurant & bar▪ Oral Dictations & Question Practice with Speech Recognition	<ul style="list-style-type: none">▪ 4 interactive dialogs related to cashier & checking out▪ Oral Dictations & Question Practice with Speech Recognition
Guest Services & Housekeeping	Guest Relations & Sales	Telephone Services
<ul style="list-style-type: none">▪ 4 interactive dialogs related to basic housekeeping & room service▪ Oral Dictations & Question Practice with Speech Recognition▪ Housekeeping vocabulary lesson	<ul style="list-style-type: none">▪ 4 interactive dialogs related to sales and advisory tasks▪ Oral Dictations & Question Practice with Speech Recognition	<ul style="list-style-type: none">▪ 4 interactive dialogs related to telephone services and messages▪ Oral Dictations & Question Practice with Speech Recognition

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 & Bar; Cashier; Guest Services & Housekeeping; Guest Relations & Sales; and Telephone Services.



In the Guest Services unit, there is a **Vocabulary lesson** that focuses on housekeeping items such as ironing boards and hair dryers.



In all units, **Focus Exercise** lessons highlight basic sentence structure and grammar of importance.



In all units, **Question Practice** lessons with Speech Recognition develop questioning skills that are essential at all positions