

Comunicación y atención al cliente en hostelería y turismo (UF0042)

Certificados de profesionalidad

Curso de capacitación para la obtención de la unidad formativa Comunicación y atención al cliente en hostelería y turismo (código UF0042), perteneciente al módulo formativo MF0263_3: Acciones comerciales y reservas. Curso que trata sobre cómo aplicar técnicas y habilidades de comunicación y atención al cliente de uso común en establecimientos turísticos, a fin de satisfacer sus expectativas y materializar futuras estancias.



Idioma Spanish

Requisitos Browser: Microsoft Internet Explorer, 7.0

Horas de teoría 40

Horas de práctica 5

TOTAL modulo 1 Horas 45 horas

Contenido

- **La comunicación aplicada a la hostelería y turismo**

Se analizan cómo funcionan los sistemas de comunicación y su aplicación al sector hostelero y turístico con tal que las relaciones que se puedan establecer con el cliente se lleven a cabo de la forma más eficaz posible.

- **Introducción**

Describe qué es un certificado de profesionalidad e identifica la unidad formativa correspondiente al curso. Muestra los principales objetivos del curso de Comunicación y atención al cliente en hostelería y turismo (código UF0042) del certificado de profesionalidad Recepción en alojamientos (HOTA0308). Contenido: 1. Certificado de profesionalidad. 2. Comunicación y atención al cliente en hostelería.

- **La comunicación**

Se describe el concepto de comunicación, los elementos básicos que constituyen el proceso de comunicación, así como la importancia que tiene la comunicación en empresas hoteleras y servicios turísticos. Contenido: 1. Introducción. 2. Elementos de la comunicación. 3. La comunicación y la empresa.

- **Comunicación óptima en la atención al cliente**

Se destaca la importancia que la comunicación juega en las personas en su vida cotidiana, además de ser una herramienta estratégica para las empresas. Se muestran los distintos niveles de comunicación en una empresa, así como los aspectos que deben tenerse en consideración para lograr una comunicación óptima. Contenido: 1. Importancia de la comunicación. 2. Niveles de comunicación. 3. Aspectos de una comunicación óptima.

- **Barreras en la comunicación**

Se muestran aquellos elementos presentes en el emisor, la transmisión del mensaje, el receptor o la retroalimentación, que actúan como barreras en la comunicación, haciendo que esta sea deficiente, así como los errores que se producen en el proceso de la comunicación causando la pérdida de objetivos planteados por el emisor para transmitir una información. Contenido: 1. Problemas en la comunicación. 2. Pérdidas de información en la comunicación. 3. Errores en el proceso de comunicación.

- **La comunicación eficaz en situaciones difíciles**

Ante toda una serie de situaciones que dificultan el proceso de comunicación, se indican una serie de técnicas de comunicación que posibiliten la mejora de nuestras relaciones personales y profesionales. Contenido: 1. Situaciones difíciles en la comunicación. 2. Situaciones inesperadas. 3. Técnicas para mejorar la comunicación.

- **El lenguaje verbal**

Se examinan las características del lenguaje verbal, en su forma oral y escrita, como medios de comunicación, sobre todo en la atención al cliente. Contenido: 1. Introducción. 2. El lenguaje verbal oral. 3. El lenguaje verbal escrito. 4. El lenguaje verbal en la atención al cliente.

- **El lenguaje no verbal (I)**

Se estudian los distintos componentes del lenguaje no verbal, como postura corporal, los gestos, la expresión facial, la mirada y la sonrisa, que influyen también en el

proceso de comunicación. Contenido: 1. Aspectos del lenguaje no verbal. 2. Postura corporal. 3. Los gestos. 4. La expresión facial. 5. La mirada. 6. La sonrisa.

- **El lenguaje no verbal (II)**

Se estudia la influencia del cuerpo, con su postura y movimientos que intervienen en el proceso de la comunicación. También se estudia la proxémica y los distintos aspectos paralingüísticos que debemos tener en cuenta en nuestras comunicaciones. Contenido: 1. El lenguaje de nuestro cuerpo. 2. La proxémica. 3. Paralingüística.

- **Actitudes ante las situaciones difíciles**

Muestra las actitudes que debemos tener en la comunicación con el cliente ante determinadas situaciones difíciles que se suelen presentar, salvándolas aplicando el autocontrol, la empatía y la asertividad. Contenido: 1. Introducción. 2. Autocontrol. 3. Empatía. 4. Asertividad.

- **Técnicas de comunicación más habituales**

Se indican algunas técnicas para mejorar la comunicación y, en concreto, comunicar la información para poder vender los productos y/o los servicios de nuestra empresa mediante la comunicación personal, mediante la publicidad o por medio de relaciones públicas. Contenido: 1. Aspectos para mejorar la comunicación. 2. La comunicación personal. 3. Comunicación mediante la publicidad. 4. Comunicación por medio de relaciones públicas.

- **Resolución de problemas de comunicación**

Contempla que habilidades y comportamientos deben tenerse en cuenta para resolver aquellos problemas y situaciones difíciles que pueden tener lugar en el proceso de comunicación con los clientes. Contenido: 1. Comportamientos a adoptar. 2. Conductas de comunicación. 3. Habilidades a desarrollar.

- **La comunicación telefónica y telemática**

Muestra las características en el sector hostelero y turístico de los dos tipos de comunicación más importantes en cuanto a la relación que establecen con los clientes: la comunicación telefónica y la telemática. Contenido: 1. Comunicación telefónica. 2. Comunicación telemática.

- **Atención al cliente en hostelería y turismo**

Se analizan los diferentes tipos de clientes con los que nos podemos encontrar en el sector turístico y hostelero, así como actuar en cada caso incluso cuando su insatisfacción llegue al punto de que pongan algún tipo de queja o reclamación. Igualmente veremos la normativa sobre los derechos que tenemos como clientes.

- **La atención al cliente**

Se describe la importancia que tiene la atención al cliente para cualquier empresa, y en especial en aquellas cuya actividad principal sea la venta de productos y/o servicios. Explica los distintos tipos de clientes, atendiendo a aspectos como su personalidad y actitud, así como el tratamiento de los clientes difíciles y la técnica del CRM (Customer Relationship Management). Contenido: 1. Introducción. 2. Tipos de clientes. 3. Cliente según su personalidad. 4. Cliente según su actitud. 5. La técnica del CRM. 6. Clientes difíciles y su tratamiento.

- **Atención personalizada**

Contempla los conceptos y características de la atención personalizada, el servicio al cliente, la orientación al cliente, así como la forma de tratar a los clientes difíciles. Contenido: 1. Introducción. 2. Servicio al cliente. 3. Orientación al cliente. 4. Armonizar y reconducir a los clientes en situaciones difíciles.

- **El tratamiento de situaciones difíciles**

Explica los conceptos de queja y reclamación en empresas que conforman el sector turístico y hostelero, con qué medios cuenta el cliente para emitir una reclamación, así como el tratamiento eficaz de las mismas. Contenido: 1. Quejas y reclamaciones. 2. Gestión de las reclamaciones. 3. Medios para emitir una reclamación. 4. Transformar situaciones de insatisfacción.

- **Tipología de las reclamaciones**

Se estudian los tipos de reclamaciones, las posibles vías que puede seguir el cliente que ha formulado una reclamación, así como la normativa sobre los derechos que amparan a los consumidores. Contenido: 1. Actitud frente a las quejas o reclamaciones. 2. Tratamiento de las reclamaciones. 3. Normativa sobre derechos de los consumidores y usuarios.

Gestión de reservas de habitaciones y otros servicios de alojamientos (UF0050)

Certificados de profesionalidad

Curso de capacitación para la obtención del Certificado de profesionalidad Recepción en alojamientos (código HOTA0308). En concreto el curso se refiere a la Unidad Funcional Gestión de reservas de habitaciones y otros servicios de alojamientos (código UF0050). El curso tiene la intención de que el alumno se familiarice con la terminología y las herramientas propias utilizadas en la gestión de reservas en alojamientos. Al finalizar este curso, el alumno va a ser capaz de utilizar todos aquellos procedimientos que le permitan realizar una gestión de alojamientos de forma óptima y de entender la importancia del control de la ocupación para evitar el overbooking.

Idioma Spanish

Requisitos Browser: Microsoft Internet Explorer, 7.0

Horas de teoría 60

Horas de práctica 5

TOTAL HORAS Modulo 2: 65 horas



Contenido

- **Gestión de reservas de habitaciones y otros servicios de alojamientos**

Se estudia la terminología y las herramientas propias utilizadas en la gestión de reservas en alojamientos. El alumno va a ser capaz de utilizar todos aquellos procedimientos que le permitan realizar una gestión de alojamientos de forma óptima y de entender la importancia del control de la ocupación para evitar el overbooking.

- **Introducción**

Describe qué es un certificado de profesionalidad e identifica la unidad formativa correspondiente al curso. Se trata de la unidad Gestión de reservas de habitaciones y otros servicios de alojamientos (UF0050) del certificado de profesionalidad Recepción en alojamientos (HOTA0308). Contenido: 1. Certificado de profesionalidad. 2. Gestión de reservas de habitaciones y otros servicios de alojamientos.

- **Reservas y tipos de alojamientos**

Se estudian las diferentes formas de realizar reservas, así como los tipos de alojamientos que existen. Se presenta también un organigrama típico de una empresa hotelera. Contenido: 1. Reserva realizada en persona. 2. Reserva realizada mediante vía telefónica. 3. Reserva realizada mediante Internet. 4. Tipos de alojamientos. 5. Hoteles. 6. Organigrama básico de una empresa hotelera.

- **Tratamiento y análisis del estado de las reservas**

Se estudia cómo se organiza el trabajo alrededor de la primera área de producción de una empresa de alojamientos para conocer cómo gestionar de forma correcta las reservas de los servicios. Contenido: 1. Puestos de trabajo en un establecimiento de alojamiento. 2. El departamento de Recepción. 3. Documentos que maneja el departamento de Recepción. 4. Funciones del departamento de Recepción.

- **Procedimientos de recepción, aceptación, confirmación, modificación y cancelación de reservas**

Se estudia el procedimiento a seguir a la hora de gestionar una reserva. Desde el principio hasta que se acepte y sea confirmada. También se estudia cómo modificar o incluso cancelar una reserva. Contenido: 1. Turnos del departamento de Recepción. 2. Procedimientos de recepción y atención de reservas. 3. Confirmación, modificación y cancelación de reservas.

- **Utilización de programas informáticos específicos de reservas**

Veremos qué son y cómo funcionan los SIGH (Sistemas de Gestión Hotelera), además de analizar algunos de los más utilizados en los establecimientos hoteleros. Contenido: 1. Introducción. 2. Ofimática, inmótica, comunicación y gestión. 3. Sistema Fidelio Hotel. 4. Sistema Innsist On Demand Front Office.

- **Emisión de informes o listados. La Rooming list**

Se estudian los documentos más importantes en cuanto a la gestión de reservas: hojas de reservas, el Cárdex, el Planning y el libro de entradas y salidas. También veremos cómo utilizar el documento de Rooming list para reflejar los planes de alojamiento, tipos de habitaciones, tarifas, etc. en un momento dado en un hotel. Contenido: 1.

Hojas de reservas. 2. El Cárdex. 3. El Planning. 4. El libro de entradas y salidas. 5. La Rooming list.

- **Legislación sobre reservas**

Se indica la legislación en materia de reservas y requisitos de las instalaciones tanto a nivel nacional como en las diferentes comunidades autónomas. Contenido: 1. Normativa estatal. 2. Normativas regionales.

- **La figura del overbooking**

Se estudia el concepto de overbooking y cómo evitarlo o actuar adecuadamente cuando ocurra. También se estudia la forma de gestión Yield Management. Contenido: 1. Introducción. 2. Reservas garantizadas y no garantizadas. 3. El Yield Management.

- **Software para hoteles**

Se aplican los conceptos teóricos adquiridos a través de una aplicación informática de gestión de reservas y otros servicios de alojamientos como es Millenium Othello.

- **Presentación de Millenium Othello**

Proporciona la visión inicial del paquete Millenium Othello, en especial de su módulo Front-Office, que es el que utilizan los empleados de Recepción de un establecimiento hotelero principalmente. Contenido: 1. Introducción. 2. Iniciar Othello. 3. Campos obligatorios y con ayuda. 4. El Rack de habitaciones, la Disponibilidad y el Planning.

- **Trabajar con las fichas de Clientes**

Se estudia cómo crear los cárdex de los clientes, así como los cupos de las agencias que establecen contratos de colaboración con el establecimiento hotelero. Finalmente, presenta algunos listados útiles y disponibles en el apartado de Clientes de Othello Front-Office. Contenido: 1. El cárdex. 2. Clientes de cupo. 3. Listados asociados con clientes.

- **Reservas**

Describe el procedimiento a la hora de realizar reservas, ya sea tomadas por los clientes que acceden directamente al hotel o por teléfono. Se indica la posibilidad de asignar la habitación durante la confección de la reserva en lugar de esperar al Check in, así como la asignación de servicios adicionales al régimen contratado. Contenido: 1. Introducción. 2. Crear la reserva. 3. Asignar habitaciones. 4. Asignar servicios adicionales.

- **Estancias, Check in y Check out**

Describe cómo realizar en Othello los procedimientos de entrada en habitación (Check in) y de la salida de habitación (Check out). También describe cómo modificar el estado de limpieza de las habitaciones durante el día. Contenido: 1. Introducción. 2. Estado de las habitaciones. 3. Salida de habitación (Check out). 4. Entrada en la habitación (Check in). 5. Otras funciones asociadas con estancias.

- **Facturación**

Describe cómo anotar los cargos en las cuentas de los clientes ya sea desde el Front-Office o desde un puesto de TPV. Posteriormente se comprueba cómo facturar al cliente y cobrar las facturas, así como realizar el cierre del día. Contenido: 1. Consideraciones generales. 2. Anotar cargos manualmente. 3. Cargo desde TPV. 4. Facturar una cuenta. 5. Cierre del día.

Professional English for Tourism

Inglés

During this course the learner will acquire the necessary language skills and vocabulary to successfully understand oral and written messages of an intermediate complexity in English. This course provides opportunities for the learner to respond professionally to the language used in familiar situations by guests, customers and suppliers to the tourist service by attending satisfactorily to the needs they have. Throughout the course, the learner will come across very many real situations. In these situations the learner has to interpret the communicative aims of the writers and numerous interlocutors to effectively deal with what occurs. These tourist sector clients and customers write, appear in person and speak by phone and the learner has to respond to each situation by using the phone, the fax, booking forms, contracts, customer satisfaction surveys and email appropriately. By the end of this course, the learner will be able to fluently express themselves with customers and suppliers at an intermediate level in a way fitting that of a tourist industry professional in the following areas: customer service and attention, working with travel agencies, tourist information offices, transport suppliers, contingency and emergency resolutions, tourist product offers and solving complaints.



Idioma English

Requisitos Browser: Microsoft Internet Explorer, 7.0

Horas 90

TOTAL HORAS DEL MODULO 3: 90 horas

Contenido

- **Commercial and administrative management of tourist services in English. (Part 1)**

On successfully completing the course objectives at this level, learners will have the ability to give basic information to clients and attend to typical needs that a receptionist is familiar with in situations at work. These include dealing with work routines in familiar situations such as greeting people who use hotel services and asking for and giving information about the hotel and its services in a professional way. Learners will practice listening and responding to basic instructions and information that include general vocabulary and vocabulary specific to the duties a receptionist has, including asking guests where they are from and using numbers and dates to complete reservations and check the level of satisfaction. Learners will be able to understand basic requests and give instructions and information. Matching the written forms of words to the vocabulary used in everyday work situations, the learners will practice the terms in the exercises and keep a record of their pronunciation and speaking to monitor the progress they make and encourage reflection.

- **Commercial and administrative management of tourist services - Guests and Tourists I**

On successfully completing this lesson the learner will be able to describe the principal services and facilities on offer to tourists. The learner will be familiar with typical customer requirements and follow instructions. The learner will be able to recognise the sound and written form of these common requirements and say what they are.

- **Commercial and administrative management of tourist services - Guests and Tourists II**

On successfully completing this lesson the learner will be able to describe the principal services and facilities on offer to tourists. The learner will be familiar with typical customer requirements and follow instructions. The learner will be able to recognise the sound and written form of these common requirements and say what they are.

- **Commercial and administrative management of tourist services - Receptionists & Hotel Workers I**

On successfully completing this lesson the learner will be able to give basic information about the service they give and the principal responsibilities and duties receptionists carry out. The learner will be able to ask and understand what the customer desires appropriately and carry out their instructions.

- **Commercial and administrative management of tourist services - Receptionists & Hotel Workers II**
On successfully completing this lesson the learner will be able to give basic information about the service they give and the principal responsibilities and duties receptionists carry out. The learner will be able to ask and understand what the customer desires appropriately and carry out their instructions.
- **Commercial and administrative management of tourist services - Dialogue Questions**
In this lesson the learner will demonstrate understanding of the topics in the previous lessons by responding appropriately to questions the tutor asks.
- **Commercial and administrative management of tourist services - Typical Situation**
In this lesson the learner will demonstrate their understanding of a typical conversation between guests and reception staff at a hotel. The learner will listen to the conversation and test their comprehension of the situation by answering multiple choice questions. The learner will complete a booking form with information from the conversation.
- **Commercial and administrative management of tourist services - Further Dialogue Questions**
In this lesson the learner will consolidate further understanding of the topics in the previous lessons by responding appropriately to the further questions the tutor asks.
- **Commercial and administrative management of tourist services - Consolidation**
On successfully completing this lesson the learner will have demonstrated they are familiar with the vocabulary in the situations practiced in previous units and are able to use it in familiar ways: To distinguish between images and spell the names of what they see correctly, reflecting on the progress they make as they complete the lesson and receive feedback on intonation and stress.
- **Commercial and administrative management of tourist services - Hotel Services I**
On successfully completing this lesson the learner will be able to give basic information about the service the hotel gives. The learner will be able to ask and understand what the customer desires appropriately and carry out their instructions.
- **Commercial and administrative management of tourist services - Hotel Services II**
On successfully completing this lesson the learner will be able to give basic information about the service the hotel gives. The learner will be able to ask and understand what the customer desires appropriately and carry out their instructions.
- **Commercial and administrative management of tourist services - Customer service and satisfaction I**
On successfully completing this lesson the learner will be able to listen to a guest describe her/his satisfaction with the services and facilities they have used during their stay. The learner will be able to understand and write the information the client gives.
- **Commercial and administrative management of tourist services - Customer service and satisfaction II**
On successfully completing this lesson the learner will be able to listen to a guest describe her/his satisfaction with the services and facilities they have used during their stay. The learner will be able to understand and write the information the client gives.
- **Commercial and administrative management of tourist services - Dialogue Questions**
In this lesson the learner will consolidate understanding of the topics in the previous lessons by responding appropriately to the further questions the tutor asks.
- **Commercial and administrative management of tourist services - Typical Situation**
In this lesson the learner will demonstrate their understanding of a typical problem guests have at the hotel and provide solutions that satisfy the customer. The learner will listen to the problem and demonstrate their comprehension of the situation by answering multiple choice questions. The learner will complete a complaints form with information from the conversation.
- **Commercial and administrative management of tourist services - Further Dialogue Questions**
In this lesson the learner will consolidate further understanding of the topics in the previous lessons by responding appropriately to the further questions the tutor asks.
- **Commercial and administrative management of tourist services - Consolidation**

On successfully completing this lesson the learner will have demonstrated they are familiar with the vocabulary in the situations practiced in previous units and are able to use it in familiar ways: To distinguish between images and spell the names of what they see correctly, reflecting on the progress they make as they complete the lesson and receive feedback on intonation and stress.

- **Commercial and administrative management of tourist services - Typical Situation: Checking into a hotel**

A practical immersion in the language, in which the student will live through a real life situation, similar to one they would confront in the language which they are learning. In this lesson the student will be introduced to new vocabulary, then, once the exercise has been completed, they will have an opportunity to practice this new vocabulary.

- **Commercial and administrative management of tourist services - The Hotel. You've got mail**

The student will attend a class where a teacher whose first language is that being taught, will pose questions and activities to the student. The student will interact with the teacher through guided dialogues. At the same time the teacher will evaluate the student user on their performance and inform them of their progress through our very own exclusive dexway method, using text and voice to clarify any specific areas that require attention, such as pronunciation, etc.

- **Commercial and administrative management of tourist services - Typical Situation: Organising a convention**

A practical immersion in the language, in which the student will live through a real life situation, similar to one they would confront in the language which they are learning. In this lesson the student will be introduced to new vocabulary, then, once the exercise has been completed, they will have an opportunity to practice this new vocabulary.

- **Commercial and administrative management of tourist services - Course test 1**

In this exercise the learner will test their understanding of the key topics in part one of the course by choosing the best solution to the questions each text has. The learner will be shown their performance and progress made at the end of each exercise.

- **Presentation of tourist information in English. (Part 2)**

On successfully completing the course objectives at this level, learners will be able to understand the negotiations between travel agencies and commercial holiday agencies and discuss and agree the terms and conditions in a contract. The skills the student acquires include managing information about pricing, supplies and services, explaining environmental legislation and practice to customers, analysing the quality of the service at the hotel and helping clients inform an insurance company and deal with an accident. They will be able to understand basic requests and give instructions and information to suppliers, and travel agencies about orders and contracts. They will be able to give information to insurance companies and respond to customer needs in a sensitive way. Matching the written forms of words to the vocabulary and phrases used in these work situations, the student will practice the terms in the exercises and keep a record of pronunciation and speaking to monitor progress and encourage reflection.

- **Presentation of tourist information - Negotiating Contracts for Online Provision I**

On successfully completing this lesson the learner will be able to listen to and understand the negotiations and descriptions of the principal services and contract terms that take place between an online booking company and a hotel manager. The learner will be able to recognise the terms involved and request the appropriate written information. The learner will be able to respond to situations that require specific knowledge in a professional way by phone, e-mail or face to face.

- **Presentation of tourist information - Negotiating Contracts for Online Provision II**

On successfully completing this lesson the learner will understand the negotiations and descriptions of principal services and contract terms that take place between an online booking company and a hotel manager. The learner will be able to recognise the terms involved and how to appropriately request information and clarification. The learner will be able to respond to situations that require specific knowledge in a professional way by phone, e-mail or face to face.

- **Presentation of tourist information - Giving Information to Tourists about Environmental Practice & Legislation I**

On successfully completing this lesson the learner will be able to give basic information about environmental legislation in a national park and inform customers of the principal responsibilities and duties they have visiting the area. The learner will be able to provide the information the customer requires appropriately. The learner will be able to respond to situations that require specific knowledge in a professional way by phone, in writing or face to face.

- **Presentation of tourist information - Giving Information to Tourists about Environmental Practice & Legislation II**
On successfully completing this lesson the learner will be able to give basic information about environmental legislation in a national park and inform customers of the principal responsibilities and duties they have visiting the area. The learner will be able to provide the information the customer requires appropriately. The learner will be able to respond to situations that require specific knowledge in a professional way whilst referring to written information.
- **Presentation of tourist information - Dialogue Questions**
In this lesson the learner will consolidate understanding of the topics in the previous lessons by responding appropriately to the questions the tutor asks.
- **Presentation of tourist information - Formal Writing Practice. Arranging a Meeting**
In this lesson the learner will inform and arrange a meeting by email using information from the conversation in the previous lessons. The learner will be able to start and conclude emails appropriately and provide key information.
- **Presentation of tourist information - Further Dialogue Questions**
In this lesson the learner will consolidate understanding of the topics in the previous lessons by responding appropriately to the further questions the tutor asks.
- **Presentation of tourist information - Formal Writing Practice. Agreeing Contract Details**
In this lesson the learner will decide what information needs to be written in a contract and email using information extracted from the conversation in the previous lesson. The learner will be able to start and conclude emails appropriately and provide key information. The learner will become familiar with the content and layout of a simple contract and internal emails.
- **Presentation of tourist information - Consolidation**
On successfully completing this lesson the learner will have demonstrated that they are familiar with the vocabulary in the situations practiced in previous units and are able to use it in familiar ways: To distinguish between images and spell the names of what they see correctly, reflecting on the progress made as they complete the lesson and receive feedback on intonation and stress.
- **Presentation of tourist information - Everyday Communication in a Tourist Establishment**
On successfully completing this lesson the learner will be able to deal with the basic information the hotel uses to describe customer satisfaction and employee performance. The learner will listen to an interview between a member of staff and a manager and use the information to complete a satisfaction survey. The learner will be able to respond to situations that require specific knowledge in a professional way by phone, mail or face to face.
- **Presentation of tourist information - Service Experience at The Highland Parks Hotel**
On successfully completing this lesson the learner will understand the basic guidelines the hotel uses to evaluate the level of satisfaction and employee performance in a conversation between a customer and a receptionist. The learner will listen to an interview between a member of staff and a customer and use the information from a conversation to complete a survey on the quality of service at the hotel. The learner will be able to summarise situations that require specific knowledge in a professional way by phone, mail or face to face using the written and oral skills acquired.
- **Presentation of tourist information - Dealing with an Accident & Insurance Claim I**
On successfully completing this lesson the learner will be able to contact and inform an insurance company and the next of kin about an accident that a visitor to the hotel has had. The learner will be able to give relevant information about the client in a professional way, responding to the situation in a sensitive and helpful manner. The student will respond to situations that require specific knowledge in a professional way by phone, mail or face to face.
- **Presentation of tourist information - Dealing with an Accident & Insurance Claim II**
On successfully completing this lesson the learner will be able to contact and inform an insurance company and the next of kin about an accident that a visitor to the hotel has had. The learner will be able to give relevant information about the client in a professional way, responding to the situation in a sensitive and helpful manner. The student will respond to situations that require specific knowledge in a professional way by phone, mail or face to face.
- **Presentation of tourist information - Dialogue Questions**

In this lesson the learner will consolidate understanding of the topics in the previous lessons by responding appropriately to the questions the tutor asks.

- **Presentation of tourist information - Further Dialogue Questions**
In this lesson the learner will consolidate understanding of the topics in the previous lessons by responding appropriately to the further questions the tutor asks.
 - **Presentation of tourist information - Food & Beverage Suppliers**
On successfully completing this lesson the learner will listen to and be able to describe the conditions of the principal services and contract terms that exist between a supplier and a hotel. The learner will recognise and use the key terms involved appropriately in customer and supplier situations. The learner will be able to respond to situations that require specific knowledge in a professional way by phone or mail. To demonstrate what has been learned the learner will match the images of the vocabulary with the sound, spelling and definition of the key words in the lesson.
 - **Presentation of tourist information - Problems with Delivery Suppliers**
In this lesson the learner will listen to the problems the hotel and a supplier have and the solution they give to a problem that occurs with a special delivery. The learner will see how the information the hotel and supplier have is used to deal with the situation appropriately. The learner will respond to situations that require specific knowledge of the problem in a professional way. To demonstrate what has been learned the learner will match the images of the vocabulary with the sound, spelling and definition of the key words in the lesson.
 - **Presentation of tourist information - Dialogue Questions**
In this lesson the learner will consolidate what they understand of the topics in the lessons by responding appropriately to the questions the tutor asks.
 - **Presentation of tourist information - Consolidation**
On successfully completing this lesson the learner will have demonstrated that they are familiar with the vocabulary in the situations practiced in previous units and are able to use it in familiar ways: To understand and respond to conversations that reuse and consolidate the vocabulary of the unit. The learner will be able to use the images, terms and definitions in the unit correctly, reflecting on the progress and receiving feedback on intonation and stress in dialogues. They will be capable of responding to situations that require specific knowledge in a professional way by phone, mail or face to face, such as dealing with emergency situations and insurance claims.
 - **Presentation of tourist information - Typical Situation: Travel agency**
A practical immersion in the language, whereby the student will live through a real life situation, similar to one they would confront in the language which they are learning. In this lesson the student will be introduced to new vocabulary, then, once the exercise has been completed, they will have an opportunity to practice this new vocabulary.
 - **Presentation of tourist information - Tourism. You've got mail**
The student will attend a class where a teacher whose first language is that being taught, will pose questions and activities to the student. The student will interact with the teacher through guided dialogues. At the same time the teacher will evaluate the student user on their performance and inform them of their progress through our very own exclusive dexway method, using text and voice to clarify any specific areas that require attention, such as pronunciation, etc.
 - **Presentation of tourist information - Channel Dexway**
Video of a trade fair: For the duration of these lessons new vocabulary will be introduced throughout. It should be noted that these lessons are very valuable, as they provide the student with an opportunity to build on their comprehension in a relaxed, natural and fun way.
 - **Presentation of tourist information - Course test 2**
In this exercise the learner will test their understanding of the key topics in part two of the course by choosing the best solution to the questions each text has. The learner will find out their performance and the progress made at the end of each exercise.
- **Tourist customer service in English. (Part 3)**
On successfully completing the course objectives at this level, learners will have the ability to help tourists when they ask for service and help, informing tourists about travel times, arrival and departures and explaining security measures that protect them. In familiar situations learners will practice these situations and politely provide an appropriate service. Inferring context and using interactive exercises to confirm understanding, learners will practice listening and complete sample dialogues that consolidate the vocabulary in the topic. The learners will complete written exercises that demonstrate that they are capable of matching the written forms of words to the vocabulary used in conversations with the tourist. The learner will practice the terms in the

exercises and a record of their pronunciation will be generated to monitor the progress made and encourage reflection.

- **Tourist customer service - Vocabulary for a Tourist I**
After this lesson, the learner will be able to: - Give explanations and information to tourists - Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. - Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.
- **Tourist customer service - Vocabulary for a Tourist II**
After this lesson, the learner will be able to: - Give explanations and information to tourists - Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. - Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.
- **Tourist customer service - Crew Members and Security I**
After this lesson, the learner will be able to: - Give explanations and information about security on board - Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. - Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.
- **Tourist customer service - Crew Members and Security II**
After this lesson, the learner will be able to: - Give explanations and information about security on board - Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. - Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.
- **Tourist customer service - Departures, Arrivals & Useful Terms I**
After this lesson, the learner will be able to: - Give explanations and information about departures and arrivals and deal with tourists professionally. - Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. - Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.
- **Tourist customer service - Departures, Arrivals & Useful Terms II**
After this lesson, the learner will be able to: - Give explanations and information about departures and arrivals and deal with tourists professionally. - Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching the written forms of designs to the sounds and images that correspond to them. - Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.
- **Tourist customer service - Nautical Terminology I**
After this lesson, the learner will be able to: - Give explanations and information using nautical terminology. - Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. - Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.
- **Tourist customer service - Nautical Terminology II**
After this lesson, the learner will be able to: - Give explanations and information using nautical terminology. - Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. - Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.
- **Tourist customer service - Consolidation**
After this lesson, the learner will be able to: - Give explanations, describe situations, deal with problems and act professionally. - Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. - Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.
- **Tourist customer service - Typical Situation: Information Desk**

A practical immersion in the language, whereby the student will live through a real life situation, similar to one they would confront in the language which they are learning. In this lesson the student will be introduced to new vocabulary, then, once the exercise has been completed, they will have an opportunity to practice this new vocabulary.

- **Tourist customer service - Booking A Railway Ticket For Advance Travel From An Agency**

In this lesson the learner will hear how a travel agency professional asks and answers the questions a customer has about some travel plans. The learner will listen to the customer and the travel agency professional discuss options and use the information available on a website to decide travel dates and arrangements and book a ticket successfully. The learner will use the vocabulary of the lesson to respond to these situations in a professional way. To demonstrate what has been learned the learner will match the images of the vocabulary with the sound, spelling and definition of the key words in the lesson.

- **Tourist customer service - An Agency With A Problem And Reporting Lost Property To A Station Guard**

On successfully completing this lesson the learner will be able to help a client when the client has a problem related to the travel arrangements and plans they have made. The learner will listen to the problem the client has and act in a professional, sensitive and helpful manner. The learner will practice the vocabulary of the lesson to respond to these situations in a professional way. To demonstrate what has been learned the learner will match the images of the vocabulary with the sound, spelling and definition of the key words in the lesson.

- **Tourist customer service - Dialogue Questions**

In this lesson the learner will consolidate what they understand of the topics in the lessons by responding appropriately to the questions the tutor asks.

- **Tourist customer service - Consolidation**

The learner will complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. – Testing their knowledge of the terms in the exercises and keeping a record of their pronunciation to monitor progress.

- **Tourist customer service - Train Transport. You've got mail**

The learner will practice the language they have learned in the previous exercises by writing an email explaining how they lost their luggage when they were travelling by train. In this lesson they will follow instructions to record their description of a trip they made to a new city by train then they will send it to their teacher to be personally evaluated.

- **Tourist customer service - Channel Dexway**

Video of a trade fair: For the duration of these lessons new vocabulary will be introduced throughout. It should be noted that these lessons are very valuable, as they provide the student with an opportunity to build on their comprehension in a relaxed, natural and enjoyable way.

- **Tourist customer service - Course test 3**

In this exercise the learner will test their understanding of the key topics in part three of the course by choosing the best solution to the questions each text has. The learner will know the performance and the progress made at the end of each exercise.

- **Course summary test**

In this exercise the learner will test their understanding of the key topics in the course by choosing the best solution to the questions each text has. The learner will know the performance and the progress made at the end of each exercise.