

## Course Module: Spoken English for Hospitality & Tourism Professionals (2-Month Program)

**Schedule:** 3 Classes per Week | 1 Hour Each | Total: 24 Classes

**Mode:** Online (Google Meet Audio) | Personalized One-on-One

**Note:** Designed to help hotel staff, travel executives, guides, and service professionals communicate fluently and confidently with national and international clients.

---

### Week 1: First Impressions & Courtesy

- **Class 1: Greeting Guests Professionally**  
Practice polite greetings and welcoming expressions used in the industry.
- **Class 2: Introducing Yourself & Your Role**  
Learn natural self-introduction and role explanation in a service setting.
- **Class 3: Basic Customer Service Vocabulary**  
Master key service words and guest-handling phrases.

---

### Week 2: Handling Enquiries & Polite Offers

- **Class 4: Answering Common Guest Questions**  
Practice clear, helpful responses for common guest concerns.
- **Class 5: Offering Help & Suggestions Politely**  
Learn the language of polite offers and upselling.
- **Class 6: Handling Room, Tour, or Service Enquiries**  
Use structured responses for inquiries related to rooms, bookings, or local attractions.

---

### Week 3: Reservation, Food, and Travel Communication

- **Class 7: Taking Reservations Over Call or In-Person**  
Practice polite booking dialogue and confirmation language.
- **Class 8: Food & Beverage Interaction**  
Learn phrases for menu explanation, orders, and dietary needs.
- **Class 9: Guiding Tourists & Giving Directions**  
Explain routes, give suggestions, and describe landmarks confidently.

---

### Week 4: Dealing with Issues & Emergencies

- **Class 10: Handling Complaints Calmly**  
Learn to acknowledge issues and offer resolutions professionally.
- **Class 11: Apologizing & Clarifying Situations**  
Practice softening language and maintaining calm during difficult interactions.
- **Class 12: Emergency Communication**  
Practice informing about delays, cancellations, or health alerts.

---

### Week 5: Cross-Cultural Etiquette & Email Skills

- **Class 13: Serving International Guests**  
Learn respectful, inclusive expressions across cultures.
- **Class 14: Email Writing for Reservations & Feedback**  
Write and explain hotel or travel-related communication via email.
- **Class 15: Explaining Facilities & Services**  
Speak about amenities, inclusions, and experiences fluently.

---

#### Week 6: Confidence & Role-Play

- **Class 16: Handling Difficult Guests Role-Play**  
Use calm, persuasive English in tricky service situations.
- **Class 17: Tourist Guide Role Practice**  
Narrate places and history with clarity and energy.
- **Class 18: Speaking on Local Culture & Customs**  
Learn phrases to respectfully describe festivals, traditions, or dress codes.

---

#### Week 7: Voice Modulation & Natural Phrases

- **Class 19: Modulating Tone for Different Scenarios**  
Learn how voice, tone, and pauses influence guest comfort.
- **Class 20: Idioms & Phrases for Hospitality Context**  
Use friendly, culturally appropriate expressions naturally.
- **Class 21: Small Talk & Friendly Conversations**  
Build casual, professional rapport with guests and clients.

---

#### Week 8: Final Practice & Growth Skills

- **Class 22: Review & Individual Corrections**  
Revise personal challenge areas in pronunciation and fluency.
- **Class 23: Final Hospitality Interaction Mock**  
Handle a complete guest journey with English fluency.
- **Class 24: Career Growth Talk & Wrap-Up**  
Gain tips for long-term fluency and professional development in the industry.

Thank you for considering our [Spoken English for Hospitality and Tourism Professionals](https://www.Englishpick.com) course. We are excited to be a part of your growth journey. This program is designed with real-world challenges in mind, and every class is shaped to help you speak with confidence, clarity, and impact. If you have any questions or would like to enroll, feel free to connect with us directly.

<https://www.Englishpick.com> (Click to visit our official website)