Develop the English you need for 5 star service

English for Hospitality is an online multimedia course for hotel workers. Learn the English language skills and gain the confidence to talk with guests:

- at reception
- in the restaurant/bar
- in room service and housekeeping

Visit [www.hia.edu.au](http://www.hia.edu.au) for course demonstrations and to purchase online.
NSW AMES: PROVEN COURSE DELIVERY
Established in 1952, NSW AMES is part of the New South Wales Department of Education and Training. It is a State Government agency which has taught English to over 1.5 million people from non-English speaking backgrounds. NSW AMES is the leading publisher of language and literacy resources in Australia. Its range of online courses is internationally acclaimed and provides a rich multimedia learning environment.

COURSE OVERVIEW
English for Hospitality helps hotel workers develop the English language skills they need to understand and talk confidently with guests in a variety of everyday situations.

Learners complete interactive tasks, watch and listen to video and audio transcripts of real life situations. They will develop and extend their vocabulary and practise the phrases and expressions needed to understand and speak with guests.

English for Hospitality is designed at post-beginner English level. It's a short course of three modules.

Module 1 – Reception
Inquiries and bookings, Checking in and checking out, Guest requests, Guest problems

Module 2 – Restaurant and bar
Bookings, Orders, Complaints, In the bar

Module 3 – Room service and housekeeping
In room dining, Giving directions, Supplies, Maintenance visits

English for Hospitality is an independent learning resource. Assessment and credentials are not included.

Authorised distributor of NSW AMES English courses
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