



English for Tourism & Hotel Management

Course Ref: ETH

Entry Level:

Minimum Level CEFR B1+
except by special arrangement.

Language of tuition: English

Course Duration

According to each client's
requirements.

Minimum age for entry 18

**30 lessons (22.5 hours) per
week**

Maximum class size:

**Morning General English 14*
Afternoon ETH 6**

*General English maximum class
size is 14. However, where
classrooms permit and are suitably
equipped, lit, heated and
ventilated, we reserve the right to
use these rooms to their maximum
capacity. No classes will exceed 18
students

**Course information &
enrolment:**

Shadows-Switzerland Sàrl

Séjours - linguistiques
Chemin du Noiret 7
1893 Muraz (Collombey)

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This course is of significant benefit to:

- A wide range of employees in the tourism and hotel service industries
- Hotel/Restaurant Managers
- Travel Agents
- Tour Guides
- Couriers
- Students preparing to enter the tourism and hotel service industries.

Aims of the Full Course

Four start dates per year for full courses, flexible dates for short courses.
Those choosing shorter stays will follow that part of the full programme delivered during the weeks chosen.
Please ask for details of any optional external examinations/certificates.

- Effective communication in a range of business and tourism-related situations.
The application in English of Participants' own tourism/business knowledge and experience in their specific areas.
- We are a 'Specialised Language College' and as such, specialise in 'language'. We fully appreciate that you are experts in your own field, as we are experts in ours and expect to work together in an atmosphere of trust and mutual respect.

Preparation

- Needs Analysis and educative background profile.
- Online resources for pre-course, arrival and cultural information.
- Online language level assessment.

Practical Arrangements

- Course tutor.
- Pedagogic learning materials.
- Setting of learning objectives.
- Ongoing assessment and evaluation including feedback on progress.
- Guidance and advice on homework exercises.
- Accommodation service and pastoral care: 24hr emergency contact.
- Optional additional language workshop every day.
- City orientation tour and welcome activity.
- Access to school study and media centre.

Follow up provided

- A Certificate of Attendance and Achievement.
- End of course test and programme evaluation.
- Post-course forum.

General English

The 4 skills of reading, writing speaking and listening are all developed systematically through activities (individually, in pairs or in a group), games, roleplays and more. This approach integrates both receptive and productive skills practice.

English for Tourism & Hotelling

Projects, assignments, case studies, seminars, lectures and group sessions.

Progress reports and assignments.

Optional visits to relevant places of interests.

Effective teaching

Built into every course are the following:
Placement test/ Needs analysis. Skills development. Task-based activities. Systems work. Learner skills development. Progress tests. Tutorials. Homework. Academic counselling. Supportive error correction and constructive feedback.

Pronunciation, Structure, Vocabulary, Fluency, Comprehension and Interactions

Using a communicative approach in Tourism/Hotelling related contexts, we focus on these six vital areas.

Course Structure (Mon to Fri)

General English 20 lessons (15 hours)

English for Tourism & Hotelling 10 lessons (7.5 hours)

Course Content and Strategies

General English

Language classes are communicative with students encouraged and facilitated to use the language learned on the course. This covers all aspects of English language skills. Class work includes individual, pair and group work, discussions, debates, roleplays, presentations, writing exercises.

Tourism & Hotel Management

Typical Course Content.
Enquiries and reservations.
Reception/Checking out.
Hotel services.
Food service.
Local tours.
Complaints
Tour operation – Contacts.
Tour operation - planning.
Negotiating.
Conferences.

Special emphasis is placed on the relevant vocabulary, register and grammatical structures that are used in the field of tourism, and the client is given the opportunity to practise using the language that he or she has acquired by means of seminars, group sessions and communicative practice activities.

Outcomes

- Improved General English: all language skills, fluency and accuracy.
- More effective communication in a range of tourism & hotelling -related situations.
- Increased accuracy and clarity in common work-related topics.
- Use of appropriate communicative strategies.
- increased ability to recognise and resolve misunderstandings.
- Improved handling of the linguistic challenges presented by a complication or unexpected turn of events that occurs within the context of a routine work situation or communicative task with which they are otherwise familiar.