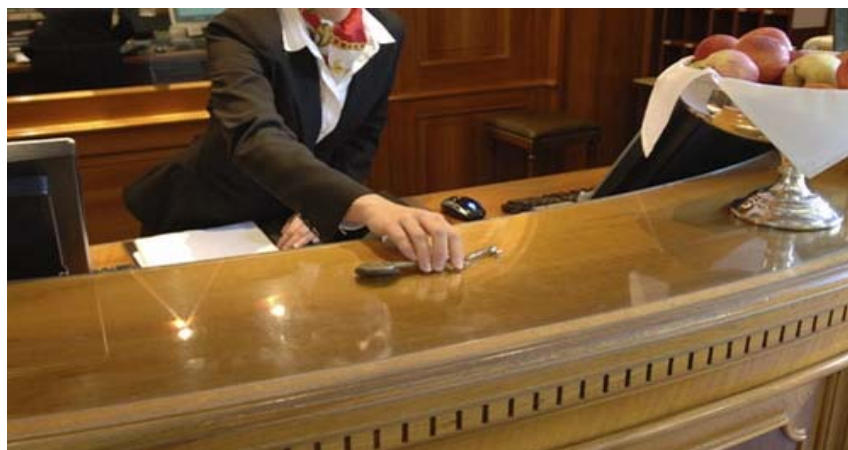


Hospitality and Service English

(おもてなし・接客 英会話)



Course objective:

To develop English fluency and communication skills in an international environment

(コースの目的: 国際的環境の中で「通じる」「伝わる」英会話コミュニケーションの習得と向上)

Program Length

8 90-minute lessons with pair and group activities based on real-world scenarios.

(期間: 全 8 回/90 分 実際に起こりうるシチュエーションでのグループ・ペアアクティビティ)

Lesson focus

Reading, writing, speaking and listening – with special attention to fluent spoken communication skills.

(具体的なレッスン内容: 読・書・話・聞の4スキル-特に口語的英会話(伝わる英会話)の習得)

Course Contents

Language and scenarios covering all aspects of hotel customer service:

- ✦ **Check in and check out**
- ✦ **Giving directions**
- ✦ **Handling complaints**
- ✦ **Room service**
- ✦ **Food and beverage**
- ✦ **Arranging transport**
- ✦ **Concierge services**



(コース内容 : ホテルにおける様々なサービスをカバー)

Assessment

Post-course evaluation based on attendance, participation and performance

(評価 : コース修了後に、出席、レッスンへの参加姿勢、成績に基づいて評価)