

A COMPLETE ENGLISH LEARNING COURSE FOR HOTEL RESTAURANT WORKERS

Topics	Days/Classes	Lessons
Basic to Advanced English Grammar	1	Articles - A An and The
	2	Parts of Speech
	3	12 Tenses In English - Part 1
	4	12 Tenses In English - Part 2
	5	12 Tenses In English - Part 3
	6	12 Tenses In English - Part 4
	7	Voice – Active & Passive
	8	English Sentence Structure
	9	5 Types of Conditional Sentences
	10	Subject Verb Agreement
Spoken English for Different Situations	11	How to Tell Time in English
	12	How to Tell Days & Date in English
	13	How to Introduce Yourself
	14	How to Describe a Person
	15	How to Describe Weather
	16	How to Address People
	17	How to Greet a Person
	18	Telephone English: A to Z
	19	Different Ways to Say Thank - Part 1
	20	Different Ways to Say Thank - Part 2
	21	Giving Direction
	22	Agreeing and Disagreeing in English
	23	Giving Compliments in English
	24	Making Complaints in English
	25	Making Suggestions and Giving Advice in English

Spoken English for Different Situations	26	Congratulations and Best Wishes in English
	27	Making Appointments
	28	Giving Orders and Instructions
	29	Shopping English
	30	Different Ways to Say Sorry
	31	Giving & Responding to Good and Bad News
	32	Express Kindness, Comfort, and Sympathy
	33	Talk about Family Members
	34	Making Invitations
	35	English in Different Situations
Practical English for Hotel & Restaurant	36	Greeting and Receiving Guests
	37	Hotel Facilities
	38	Hotel Personnel (Staff)
	39	Hotel Marketing
	40	Telephone Operator
	41	Receptionist
	42	Cashier / Paying Bill
	43	Waiter & Waitress
	44	Room Service
	45	At the Bar
	46	Back of the House / Kitchen
	47	Housekeeping
	48	Maintenance and Engineering
	49	Bellman and General Services
	50	Location, Direction and Transportation
	51	Dealing with Guests' Complaint
	52	Dealing with Guests' Request
	53	Different Types of Accommodation