

Eton Institute



Eton

English for the Hospitality Industry

Sample Topics	Language Skills	
Meet & Greet	<ul style="list-style-type: none"> • Introductions 	<ul style="list-style-type: none"> • Different nationalities & their cultures
The Check-in	<ul style="list-style-type: none"> • Room bookings by email • Phone reservations & etiquette 	<ul style="list-style-type: none"> • Confirmation Letters • Days, Months and Dates • Check in dialogue
Services & Facilities	<ul style="list-style-type: none"> • Bedroom Facilities • Bathroom Facilities • Hotel Services 	<ul style="list-style-type: none"> • Opening and closing times • Location of facilities & directions inside & outside
Food and Beverage	<ul style="list-style-type: none"> • Taking Room Service orders • Greeting & Seating guests • Explaining availability & non-availability of services 	<ul style="list-style-type: none"> • Explaining the menu • Taking Restaurant Orders • Taking orders for drinks • Dealing with payment / bill / tips
Problems & Solutions	<ul style="list-style-type: none"> • Understanding guests' problems • Understanding how things work 	<ul style="list-style-type: none"> • Role Plays with problem guests • How to offer a solution
Places to Visit	<ul style="list-style-type: none"> • Understanding requests for places to visit • Describing and recommending tourist sites 	<ul style="list-style-type: none"> • Explaining and offering brochures
The Check-out	<ul style="list-style-type: none"> • Understanding hotel bills in general • Specific bill items • Questions & Answers regarding the hotel bill 	<ul style="list-style-type: none"> • Methods of payment • Tipping • Saying goodbye