



## BE MY GUEST: English for the Hotel Industry

Be My Guest is an English course for hotel employees at the elementary and lower-intermediate levels who need English practice for the hotel industry. At an A2-B1 level, the course focuses on everyday communicative situations so that hotel employees can understand and respond to the needs and requests of hotel guests during their stay.

The Be My Guest books has 15 units that deal with different work situations, including reception, restaurant and bar work, answering the phone, giving directions, dealing with guests' problems, writing short e-mails and letters, suggesting places to visit, and explaining how things work. Each unit is divided into two easy-to-use double page lessons where students practice speaking, listening, reading and writing in the lesson.

The course meets the needs of many different types of professionals in the tourism field such as receptionist, porter, bar person, chambermaid/room attendant, housekeeper, concierge/commissionaire, management trainee, and wait staff. The focus of the course meets the needs of many different types of workers in the hotel industry that can make them a more competitive candidate for the future.

 **A2 - B1**

**Beginner to Pre-Intermediate**  
**60 hours course**

## Course Contents

### Unit 1: Introductions

Talking about names, jobs and nationalities

### Unit 2: The Check-In

Replying to requests for rooms and welcoming the guests

### Unit 3: The hotel bedroom

Describing standard and luxury hotel rooms

### Unit 4: Bathroom & Porter

Describing a bathroom; showing a guest to the room

### Unit 5: Services in the Hotel

Facilities in the hotel, opening and closing times

### Unit 6: Location of Facilities

Giving directions to facilities in and near the hotel

### Unit 7: Room Services

Understanding and checking room service orders; explaining, apologising

### Unit 8: Problems and Solutions

Dealing with a range of guest's problems, offering solutions, explaining how things work

### Unit 9: Taking bar orders

Offering; describing what is available; dealing with payment

### Unit 10: In the Restaurant (1)

Welcoming guests; taking orders for the starter, main course & drinks

### Unit 11: In the Restaurant (2)

Dealing with orders for desserts and coffee; payment

### Unit 12: Places to Visit

Suggesting and describing places to visit

### Unit 13: Enquiries

Understanding and replying to written requests about room prices and conferences facilities

### Unit 14: Using the Phone

Dealing with room bookings and messages by phone

### Unit 15: The Check-Out

Dealing with payment, queries on the bill, and saying goodbye

**WWW.IDIOMAS-SEVILLA.COM**



C/ Benito Mas y Prat 5, planta 1ª Mód. 10  
(Junto a El Corte Inglés de NERVIÓN)  
Tel: 954 57 00 00 | info@idiomas-sevilla.com  
Idiomas Sevilla S.L. - B90050972

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