

	<b>Unit 1: Talking about Hotels and Restaurants</b>	<b>Unit 2: Exchanging Information</b>	<b>Unit 3: Getting the Specifics</b>	<b>Unit 4: Talking on the Phone</b>	<b>Unit 5: Handling Service Encounters</b>	<b>Unit 6: Offering Recommendations, Making Suggestions, and Giving Advice</b>	<b>Unit 7: Interacting with Colleagues</b>
<b>Approximate Time</b>	6 hours	5 hours	5 hours	4 hours	5 hours	4 hours	4 hours
<b>Topics and Practice</b>	<b>Describing Features</b> Talking about amenities, facilities, and services of hotels Describing places Scanning for important information	<b>Transportation and Timetables</b> Talking about timetables and schedules Gathering information Giving directions	<b>Menus, Money, and Reservations</b> Asking questions for clarification and details Making polite requests Making reservations Talking about hotel bills	<b>Taking Messages, Taking Reservations, and Taking Orders</b> Listening and writing important information Fax format Room service orders	<b>Requests, Complaints, and Apologies</b> Responding politely to requests Apologizing and suggesting alternatives and solutions	<b>Recommending/ Suggesting</b> Describing places, explaining what makes them interesting Comparing transportation methods Giving advice and offering recommendations	<b>Memos, Notes, Messages</b> Writing messages and leaving notes for co-workers Memo format Writing email messages Confirming information and discussing the progress of work
<b>Useful Words and Phrases</b>	Hotel amenities Expressing opinions and facts Expressing likes and preferences <i>There is/ There are</i> for describing Prepositions and expressions of place Talking about activities	Saying numbers Prepositions of place/location Expressions for giving directions	Restaurant questions and requests Expressions for airline reservations and flights	Useful greetings and ways to answer the phone, ask for clarification, take a message, and offer help	Phone expressions and taking messages Requests Apologies	Talking about what someone is doing Ways of asking for and giving advice and suggestions Making recommendations Stating your opinion or making suggestions	Expressing certainty and uncertainty Checking on what has been done
<b>Grammar Points and Useful Structures</b>	Present simple Comparative and superlative adjectives	Question formation Time expressions Imperative Present progressive	Question formation, polite forms/modals <i>Some/any</i>	Polite forms/modals	<i>Will</i> for intentions and offering Polite forms/modals	Conditionals, advice, and suggestions Comparative and superlative adjectives	Necessity and obligation Future Past simple Tag questions
<b>Listening</b>	Types of accommodation Guidebook descriptions	Questions about a hotel Listening to Directions	Reservations, questions Reservations, taking information	Phone conversations Taking phone messages, name, and address Taking phone messages, important information	Taking a message, complaints	What's it like? Advice Places to see	Informational notes Work to be done Status of work