Hospitality English is a supplementary oral English course focusing on communication concepts and vocabulary of importance in the hotel and tourism industries. Hospitality English helps prepare students for a range of positions, from receptionist to sales manager.

Authored by Lawrence J. Zwier, associate director of the English Language Center at Michigan State University and author of several ESL texts, Hospitality English is most effectively used in parallel with other DynEd courses, especially New Dynamic English, Functioning in Business, and Dynamic Business English.

Hospitality English focuses on language functions, such as requesting, refusing, suggesting, and confirming. Language is presented in the context of a hospitality business workplace and has been carefully chosen to include high-frequency vocabulary essential in that business environment.

Contents

Hospitality English is a six-unit course focusing on key communication concepts and vocabulary as used in the hotel and tourism industries. Units are designed around the specific job functions. Following is a list of the units and lessons within each unit:

- Front Desk & Reception
  - 5 interactive dialogs related to checking-in
  - Oral Dictations and Question Practice with Speech Recognition

- Restaurant & Bar
  - 4 interactive dialogs related to restaurant and bar
  - Oral Dictations and Question Practice with Speech Recognition

- Cashier & Checking Out
  - 4 interactive dialogs related to cashier and checking-out
  - Oral Dictations and Question Practice with Speech Recognition

- Guest Services & Housekeeping
  - 4 interactive dialogs related to basic housekeeping and room service
  - Oral Dictations and Question Practice with Speech Recognition
  - Housekeeping vocabulary lesson

- Guest Relations & Sales
  - 4 interactive dialogs related to sales and advisory tasks
  - Oral Dictations and Question Practice with Speech Recognition

- Telephone Services
  - 4 interactive dialogs related to telephone services and messages
  - Oral Dictations and Question Practice with Speech Recognition
Here are sample screens from some of the different types of lessons in Hospitality English.

Students select the unit of their choice from the Main Menu. There are six units: Front Desk; Restaurant and Bar; Cashier; Guest Services and Housekeeping; Guest Relations and Sales; and Telephone Services.

In all units, Focus Exercise lessons highlight basic sentence structure and grammar of importance. Students can practice constructing sentences using key vocabulary and grammar.

In the Guest Services unit, there is a Vocabulary lesson that focuses on housekeeping items such as ironing boards and hair dryers. Students will also learn how to use these words in sentences.

In all units, Question Practice lessons with Speech Recognition develop questioning skills that are essential at all positions. Students can practice constructing and asking information-eliciting questions based on the language presented. These exercises increase fluency and communicative confidence.

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