

RHA-02A Welcoming in english in a bar

02.01 INTRODUCTION :

English has become worldwide what was latin in the Middle Ages around the Mediterranean. To day it is compulsory to use it in professional activities in your premises as well as in any country in the world.

Tuition in english language as offer it to you is meant to give you simple words, to make your communication more efficient.

02.02 AIMS :

To answer questions in english, to make one understood by foreign customers in easy situations.

02.03 PROGRAMM (SCHEDULE) :

A WELCOMING THE CUSTOMER AT THE BAR

- 1 To welcome the customers (polite words)
- 2 How to give informations about the hotel services and directions
- 3 To offer the bar menu, how to explain it
- 4 To recommend a drink
- 5 To offer activities related to the bar
- 6 To reply to objections

B SERVICE AT THE BAR

- 1 To take orders
- 2 To suggest a drink, a cocktail (understanding customers's taste)
- 3 To serve (formulas)
- 4 To explain an invoice
- 5 To handle difficult situations
- 6 Examples of standard sentences

C IMPROVING YOU GRAMMAR

- 1 Times :
 - present
 - future
 - past
 - conditionnal
- 2 How to express locations, time and movement
- 3 Adjectives and adverbs
- 4 Quantities, figures, dates

LENGTH
2 days

PUBLIC
Restaurants, caterers,
Hotel, the Executive
restoration
with knowledge
passive in English school
with difficulty
express themselves orally.

LEVEL
KNOWLEDGE
Beginners (es)
or confirmed (es)
The levels of trainees
being different, a
assessment is essential
before starting
training

FOLLOW
Attendance sheet
Evaluation of knowledge
There. Training certificate
In the final stage: Debriefing
on the work
Questions / Answers

PEDAGOGY
Active and demonstrative
Exposé. Case study.
A mix of theory and practice.
The content of this training
adaptive to
the level of participants,
their expectations and needs

RATE
(See quote)

TRAINER
Instructor in English

For a program
custom- contact us

Tél +33(0) 977 604 653
Fax +33(0) 139 139 980
GSM +33(0) 688 627 930

contact@randasys.com