

BEST Corp. / Greater Boston Hotel Employees Local 26
COURSE DESCRIPTIONS

READING AND WRITING

Literacy is for students who cannot read or write in English and may or may not be able to read and write in their native language; students may be of any listening/speaking and may be native English speakers. Students will learn letter-sound recognition, how to blend letters, recognize basic sight words, and write personal information. The class will focus on reading needed to survive in a workplace, including the completion of job applications, and reading workplace signage. The size will be small to allow for personalized attention for each learner's needs.

Reading and Writing Foundations is for students who are at an intermediate or advanced speaking level but have much lower reading and writing skills. The class will use hospitality related material to target spelling, sentence structure and basic writing weaknesses. After successfully completing the class, students will be mainstreamed into the regular English for Hospitality classes.

ENGLISH FOR HOSPITALITY

All English courses will focus on the hospitality industry with an emphasis on spoken fluency, customer service skills and a basic understanding hotel positions and departments. English for Hospitality courses will also integrate career ladders discussions appropriate to level of class. Classes meet twice a week, for 12 weeks, and are offered both day and evening.

Completion of a course is determined by the mastery of core course competencies. Students are assessed upon registration and at the end of the course. Student progress is measurable and can be tracked.

Level 1 English for Hospitality

Eligibility: Speaking and Listening SPL 0-1, Reading and Writing SPL 0-1—students with minimal English proficiency who have entry-level skills but are limited by their ability to successfully go through the interview process and understand supervisors and co-workers.

Content: The class focuses on a review of the alphabet, basic grammar, dates and times, reading work schedules, common greetings, communicating biographical information, and asking clarifying questions. The majority of classes are contextualized to include workplace-based language.

Level 2 English for Hospitality

Eligibility: Speaking and Listening SPL 1-2, Reading and Writing SPL 1—students who may be able to answer basic questions (name, address, telephone, etc.) but with limited grammar complexity and a limited ability to function in day-to-day work conversations.

Content: Students will learn hotel-related vocabulary such as room amenities and hotel departments, how to greet guests and supervisors and how to ask and responding to simple, work-related questions. Basic interview questions and responses will be taught, as well as how to read safety signs and how to give short, verbal safety warnings.

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Level 3 English for Hospitality

Eligibility: Speaking and Listening SPL 3, Reading and Writing SPL 3—students who are able to function in day-to-day work situations but may have difficulty understanding what others say and may have spoken grammar or pronunciation errors that others' understanding of them. May still avoid contact with guests and/or supervisor.

Content: Students will learn, through communicative activities that model real work interactions with guests and co-workers, to describe job duties, give directions, answer the phone and take messages, give safety warnings and respond to simple guest requests.

Level 4 English for Hospitality

Eligibility: Speaking and Listening SPL 4, Reading and Writing SPL 4—students who can carry on lengthy conversations, but who do so with frequent errors, and/or for students who have a good grasp of English grammar but do not have the confidence to communicate with guests and co-workers. Students who need a higher level of English to advance beyond an entry-level position.

Content: The class will focus on building spoken English grammar and practicing new language in the context of a hotel or restaurant. Emphasis will be placed on responding to customer requests, describing hotel amenities, giving instructions, responding to emergencies, and learning new language for front-of-the house positions.

Level 5 English for Hospitality

Eligibility: Speaking and Listening SPL 6, Reading and Writing SPL 5—students who already have an advanced speaking level but desire to build confidence and professionalism with the goal of obtaining positions with more guest contact and increased opportunities for gratuities.

Content: The class will give advanced English learners an opportunity to refine their professional speech through public speaking exercises, a review of advanced spoken grammar, and learning conflict resolution language and strategies, preparing resumes and responding to hotel emergencies. Computers will be used in class to develop basic business skills in Microsoft Word, PowerPoint, and Internet Explorer.