

English for Hospitality, Level I

ALPHABET

- Use large lexicon flashcards
- Sound and letter recognition
- Letter names
- Alphabetizing (may not get to in this level)

GRAMMAR

- Prepositions of place
- Negatives
- Subject pronouns, (he, she, I, you)
- Subject pronoun (it)
- Possessive (my, your)

VERBS:

- “To Be” verb in present tense (written and spoken)
- “To Have” verb in present tense (written and spoken)
- “To Go” verb in present tense (written and spoken)

NOUNS

- Month, day and year
- Time
- Job title
- Basic Workplace Vocabulary
- Family members
- Body parts

QUESTIONS/EXPRESSIONS

- How are you? I’m fine, and you?
- What is your name? My name is _____.
- Hello. Good morning, good afternoon, good evening.
- Nice to meet you.
- Excuse me? Pardon?
- Please repeat that. / Could you say that again please?
- Could you speak more slowly?
- I’m sorry, I don’t understand.
- What does _____ mean?
- What’s the matter?
- Do you have a broom? May I borrow one?

English for Hospitality, Level II

Grammar

VERBS:

- Present tense, regular verbs
- Negative (not, do not)
- Yes/no questions
- Present continuous
- Modal: can + job skills
- There is/there are

NOUNS:

- Singular/plural
- Ten units of hotel nouns (9 nouns each unit)
- Days of the month, months of the year
- Subject pronouns, (he, she, I, you)
- Subject pronoun (it)
- Demonstrative pronoun (this; take this)

ADJECTIVES:

- Placement (adjective + noun or verb to be + adjective)
- Demonstrative (this, that)
- Possessive (my, your)
- Cardinal numbers

ADVERBS:

- Here/there

QUESTIONS:

- Yes/no questions
- Questions words (who, what, where, when)

PREPOSITIONS

- Of place (in, on, under)

OTHER:

- Conjunctions (and)
- Contractions of the verb “to be”
- Telling time
- Describing daily activities

Hospitality specific language

- May I help you?
- “My pleasure.”
- Have a nice day/evening/weekend.
- Exchanging personal information
- How are you? I am fine/happy/sad/tired.
- Parts of the body.

Reading/writing

- Big and small letters of the alphabet
- Complete a simple personal information form
- Writing sentences with simple personal information
- Numbers 1-100.
- Writing dates and times.
- Reading analog and digital clocks and calendars and schedules.
- Writing dates and times.

English for Hospitality, Level III

Grammar

VERBS:

- Verb “to be”, affirmative & negative, present and past tense
- Verb “to have”, affirmative & negative, present and past tense
- Simple present tense, affirmative and negative
- Simple past tense verbs, affirmative and negative
- Present continuous
- Present perfect
- Future- will, won't
- Imperatives-affirmative and negative (don't)
- Infinitives: like/don't like to, want to, need to, have to
- Contractions: I'm, I'll
- I would like to; I'd like to
- Modals: Can you/Could you/Would you?/May I?/should/shouldn't/have to/might/
Modals: should / shouldn't; could / couldn't / might
- Warning exclamations

NOUNS:

- Demonstrative pronouns: this, that, these, those
- Subject, object pronouns
- Indefinite pronoun (some, one, any)
- Pronoun plus verb agreement (it is, they are)
- Ordinal numbers

ADJECTIVES:

- Placement (adjective + noun or verb to be + adjective)
- Demonstrative (this, that)
- Possessive (my, your)

QUESTIONS:

- Wh- questions: who, what, where when, what time, when, how much, how many
- Wh- questions noun – verb agreement: Where is? /Where are
- Yes/no questions with Do and Does
- Wh- questions with do/does:
- Can/Could questions
- Embedded questions
- Modals: Could you? Would you?

BEST Corp

PREPOSITIONS:

- Prepositions of place
- Phrasal prepositions: on top of, next to, second-from-the top
- Prepositions for inside a building

ADVERBS:

- Adverbs of frequency
- Sequential adverbs: First, then. . .
- Adverbial time clauses (today, tonight, tomorrow, last week)
- Adverbs: completely, quickly, carefully, not. . .enough

Hospitality specific language

- May I help you?
- Can I..., Could I... May I... Could you...
- How many... ?
- "My pleasure."
- Have a nice day/evening/weekend.
- Exchanging personal information
- Describing someone using their personal information
- How are you? I am fine/happy/sad/tired.
- Naming hotel jobs
- Talking about days off/schedule.
- What time is check-in? What time is check-out?
- Hotel job verbs (sweep, vacuum, mop, serve, dust, clean, polish, shine, set, etc.)
- Shelf, cabinet, top, middle, bottom, on the left, on the right
- "Where should I put the ___?" "Where is the ___?"
- Allergy, allergic
- Parts of the body.
- Calling in sick.
- Handling problems on the job.
- Career ladders.
- Giving directions

Reading/writing

- Complete a personal information form
- Completing an application for Employment.
- Write a simple note to a supervisor explaining where you found a lost item
- Write a simple autobiography
- Change a story from the present to the past tense.
- Change a story from I to "she" (or some other pronoun change).

English for Hospitality, Level IV

Grammar

VERBS:

- Verb “to be”, affirmative & negative, present and past tense
- Verb “to have”, affirmative & negative, present and past tense
- Simple present tense, affirmative and negative
- Simple past tense verbs, affirmative and negative
- Present continuous
- Present perfect
- Past perfect continuous
- Future- will, won't
- Future continuous
- Imperatives-affirmative and negative (don't)
- Infinitives: like/don't like to, want to, need to, have to
- Contractions: I'm, I'll
- Two-word verbs: lift-up, press down, let go, shut off, fill out, etc.
- I would like to; I'd like to
- Modals: Can you/Could you/Would you?/May I?/should/shouldn't/have to/might
- Modals: should / shouldn't; could / couldn't / might
- Warning exclamations

NOUNS:

- Demonstrative pronouns: this, that, these, those
- Subject, object pronouns
- Indefinite pronoun (some, one, any)
- Pronoun plus verb agreement (it is, they are)
- Ordinal numbers
- Gerunds: Skills
- Noun clauses

ADJECTIVES

- Comparatives
- Ordinal Numbers
- Possessives
- Demonstrative (this, that, these, those)
- Adjectives: busy, quiet, beautiful, tiring, dirty, slow, fast, wrong, messy, etc.
- Adjectives (incl. personal qualities)
- Indefinite articles (a, an, __)
- Definite articles (the)
- Some, any

QUESTIONS:

- Wh- questions: who, what, where when, what time, when, how much, how many
- Wh- questions noun – verb agreement: Where is? /Where are
- Yes/no questions with Do and Does
- Wh- questions with do/does:
- Can/Could questions
- Embedded questions
- Modals: Could you? Would you?

PREPOSITIONS:

- Prepositions of time and sequence.
- Prepositions of place
- Phrasal prepositions: on top of, next to, second-from-the top
- Prepositions for inside a building
- Phrasal prepositions

ADVERBS:

- Adverbs of frequency
- Sequential adverbs: First, then. . .
- Adverbial time clauses (today, tonight, tomorrow, last week)
- Adverbs: completely, quickly, carefully, not. . .enough

Hospitality Specific Language:

- Could I please borrow a sponge?
- Could you please hand me that dustpan?
- Could you please repeat that?
- I can't come to work today because I have the flu.
- I'm sorry to interrupt.
- I'm looking for the ____
- Can you help me? Where are the ____?
- Can you show me where the ____ is?
- Can you show me how to ____ ?
- Watch out!
- Heads up!
- Don't touch that!
- I'm very sorry. I'll try to do better.
- What can I do for you?
- Could I please have next Tuesday off?

BEST Corp

Reading/writing

- Write a simple note to a supervisor explaining where you found a lost item
- Write a note to a supervisor asking for more specific supplies
- Write a simple autobiography
- Change a story from the present to the past tense.
- Change a story from I to “she” (or some other pronoun change).

English for Hospitality, Level V

Grammar

VERBS

- Imperatives
- There is, there are
- Present tense, regular and irregular
- Present continuous
- To be; past tense
- Verb + infinitive (want to, need to, like to)
- Past tense
- Past continuous
- Future tense (will, going to)
- Used to
- Modals: can, would, would, should, have to
- Verb + gerund (enjoy, start, quit, can't stand, keep on, stop, hate, love)
- Two-word verbs
- Tag questions (You're new here, aren't you?)
- Modals: would like to, want to, need to, have to, should
- Imperatives, negative imperatives
- Passive voice
- Negatives: isn't, aren't, wasn't weren't can't, don't, doesn't, didn't, etc.
- Modals: would, future subjunctive
- Contractions

NOUNS

- Count, non-count
- Possessive
- Object pronouns
- Demonstrative pronouns (this, that, these, those)
- Indefinite pronouns (one, some, any)
- It, as subject
- General "you"
- Reflective pronouns
- Gerunds
- Noun clauses
- Direct and indirect object pronouns

ADJECTIVES

- Possessive
- Demonstrative
- Ordinal numbers
- Indefinite (some, any, much, many, a lot of, a few, a little)
- Comparatives

BEST Corp

- Superlatives
- Participial adjectives, -ed (torn, ripped, stained, etc.)

ADVERBS

- Of frequency-always, never, frequently, rarely
- Of degree, too, very, not...enough, etc.
- Very, terribly, sincerely, completely, immediately, quickly
- Of sequence

QUESTIONS

- Embedded questions
- Where is/where are
- Can you, could you, would you?
- Why, because
- Questions words
- Should I? What should I ___?
- Short answer, Yes, I am, no, I'm not, etc.

PREPOSITIONS

- Of place
- Of time
- Of manner (by, with)
- Other (for, to)

OTHER

- Conjunctions (but, and, or)
- Word order; indirect/direct object
- Adverbial clauses of time
- Exclamatory expressions
- If conditional clauses

Hospitality Specific Language

- Handling customer complaints
- Taking a restaurant order and explaining a menu
- Asking for clarification on multi-step instructions
- Describe current job duties and duties of another job
- Respond to guest questions and complaints
- Make oral presentations

Reading/writing

- Write a business letter
- Write a resume
- Write a biography or an autobiography