

BEST Corp. English for Hospitality: Intermediate Curriculum

Competencies	Grammar	Applied Language
<p>Competencies:</p> <ul style="list-style-type: none"> • Greet classmates confidently, ask, repeat and use classmate names. • Demonstrate good posture, eye contact, welcoming facial expression. • Perform a short self-introduction of personal information in front of class, using good posture and proper body language • Use polite questions in the classroom. • Ask and answer simple questions about classmates. • Use clarifying questions to express difficulty understanding: • Greet hotel guests, offer them help, and wish them a pleasant stay. 	<p>Suggested Grammar:</p> <ul style="list-style-type: none"> • Verb: to be: Affirmative & Negative • Simple Present tense • Modals: Can you/Could you • Demonstrative pronouns: this, that, these, those • Wh- questions + do/does: • Modals: May I ? 	<p>Applied Language Usages:</p> <ul style="list-style-type: none"> • I am from China. I am not a citizen. I have been in Boston for 3 years. I work at the Ritz-Carlton. • Could I please borrow a pencil? • Could you hand me that eraser? • Could you please move your chair? • Can you repeat please? • Where do you get the bus? • When does your shift start? • Welcome to the Colonnade Hotel! Enjoy your stay! • May I help you?
<p>Competencies:</p> <ul style="list-style-type: none"> • Express title and duties of Hotel Job of the week • Articulate job title and basic job duties • Describe 2-3 step job tasks w/ proper vocabulary <p style="text-align: right;">(cont.)</p> <ul style="list-style-type: none"> • Describe workplace, job duties with proper adjectives • Express job likes and dislikes • Articulate future short and long-term goals • Articulate needed steps to take towards future goals. 	<p>Suggested Grammar:</p> <ul style="list-style-type: none"> • Simple present tense • Prepositions of time and sequence. • Adjectives: busy, quiet, beautiful, tiring., etc. • Adverbs of frequency • Infinitives: like/don't like to, want to, need to, have to 	
		Applied Language

BEST Corp. English for Hospitality: Intermediate Curriculum

		<p>Usages:</p> <ul style="list-style-type: none"> • I am a housekeeper. I make beds. I vacuum carpets. • Before I chop vegetables, I wash my hands. • Our hotel is busy. My job is tiring. • I like to talk to guests. I don't like to clean toilets. • I rarely speak with guests. I always check in with my supervisor. • I want to be a banquet server. • I need to get my banquet certification. / I have to improve my writing.
<p>Competencies:</p> <ul style="list-style-type: none"> • Express title and duties of Hotel Job of the week • Describe family relationships (mother, father-in-law, cousin, daughter, etc.) • Ask and answer questions about family members. • Name a few facts about your country • Give a public speech describing a photo of your family or your country. 	<p>Suggested Grammar:</p> <ul style="list-style-type: none"> • Third person simple present verbs: He, She • Possessives • Yes/no questions with Do and Does • Verb "be": affirmative and negative • Have, has, doesn't / don't have • Simple past tense verbs: Affirmative and Negative 	
		<p>Applied Language Usages:</p> <ul style="list-style-type: none"> • My wife works at TJ Max. • My son's name is Roberto. • Does your husband speak English? / Do your children like school? • My country is beautiful/ has mountains/ doesn't have subways. • We came to the U.S. in 1998. My country didn't have jobs. I wanted a

BEST Corp. English for Hospitality: Intermediate Curriculum

<p>Competencies:</p> <ul style="list-style-type: none"> Express title and duties of Hotel Job of the week Name and identify parts of the body Identify pain in specific parts of the body Identify common illnesses and ailments and express duration <p style="text-align: center;">(cont.)</p> <ul style="list-style-type: none"> Call in sick to work, identifying self, day and time, health problem and phone number Identify and explain common treatments and over the counter medications: Tylenol, cold compress, hot water bottle, ace bandage, etc. Read and fill out a basic medical intake form 	<p>Suggested Grammar:</p> <ul style="list-style-type: none"> have, has, don't have Subject/Object Pronouns Adverbial time clauses Present Continuous can't / won't Modals: should / shouldn't / have to Past perfect continuous 	<p>better life.</p>
		<p>Applied Language Usages:</p> <ul style="list-style-type: none"> I have the flu. My son has a sore throat. My knee is hurting. My eyes are bothering me. They hurt when I read. I can't come to work today. I can't move my neck. You should take 2 aspirin every four hours. You shouldn't walk on that foot for 2 days. It has been hurting for 3 days
<p>Competencies:</p> <ul style="list-style-type: none"> Express title and duties of Hotel Job of the week Interrupt politely 	<p>Suggested Grammar:</p> <ul style="list-style-type: none"> Wh- questions: Where is? /Where are? Prepositions of place Subject/Object 	

BEST Corp. English for Hospitality: Intermediate Curriculum

<ul style="list-style-type: none"> • Explain and follow directions to location of items in a closet, cabinet, on a shelf, in a room • Repeat back directions for clarification • Say thank you 	<p>Pronouns</p> <ul style="list-style-type: none"> • Phrasal prepositions: on top of, next to, second-from-the top • Singular and plural, a/an • Subject pronoun + Verb agreement: It is, They are 	
		<p>Applied Language Usages:</p> <ul style="list-style-type: none"> • Excuse me. . . • Can you help me? • Where are the rubber gloves? Where is the bucket? • They are on the bottom shelf. It is next to the mop. • Thank you for your help!
<p>Competencies:</p> <ul style="list-style-type: none"> • Express title and duties of Hotel Job of the week • Interrupt politely • Read and understand a simple hotel floor plan • Explain and follow directions to places in a hotel • Repeat back directions for clarification • Say thank you 	<p>Suggested Grammar:</p> <ul style="list-style-type: none"> • Imperatives • Present Continuous • Can/Could questions • Contractions: I'm, I'll • Prepositions for inside a building • Ordinal Numbers • Phrasal prepositions • Embedded questions 	
		<p>Applied Language Usages:</p> <ul style="list-style-type: none"> • I'm sorry to interrupt. • I'm looking for the ____. • Certainly! I'll show you. • Go down the hall/Turn right. • It's the first door on your left. • It's at the end of the hall. • Can you show me where the mop is?

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BEST Corp. English for Hospitality: Intermediate Curriculum

<ul style="list-style-type: none"> Express title and duties of Hotel Job of the week Interrupt politely Ask for help appropriately Express understanding to a speaker, with words or facial feedback. Express lack of understanding Saying thank you Clarifying 	<ul style="list-style-type: none"> can/can't Modals: Could you? Would you? Infinitives Imperatives Sequential adverbs: First, then. . . Two-word verbs: lift up; press down, let go, shut off, fill out, etc. Object pronouns 	<p>Usages:</p> <ul style="list-style-type: none"> I'm sorry to interrupt. I can't ____. I don't know how to ____. Can you show me how to ____? I need to ____. Let me show / help you. OK, I get it. / I understand. Thank you for your help.
<p>Competencies:</p> <ul style="list-style-type: none"> Express title and duties of Hotel Job of the Week Articulate required safety equipment/procedures. Express workplace safety policies and rules Respond to feedback or warnings. Give immediate warnings Explain consequences of carelessness Describe an accident and a person's injuries, condition 	<p>Suggested Grammar:</p> <ul style="list-style-type: none"> Modals: should / shouldn't; could / couldn't / might Future: will "If" clauses Warning Exclamations Imperatives + Negative: Don't ____ / Never ____. 	<p>Applied Language Usages:</p> <ul style="list-style-type: none"> You should always wear gloves when you use bleach. Thank you. I will remember next time. If you don't pay attention, you could cut yourself. Watch out! / Heads up! Don't touch that!

<p>Competencies:</p> <ul style="list-style-type: none"> Express title and duties of Hotel Job of the Week. Give a simple, accurate account of a workplace incident. Describe the condition of an injured person in basic terms. 	<p>Suggested Grammar:</p> <ul style="list-style-type: none"> Simple Past Tense Present continuous: affirmative and negative Past continuous Adverbial time clauses Negative imperatives w/ Don't. 	<p>Applied Language Usages:</p> <ul style="list-style-type: none"> He fell down. / Linda called 911. He isn't breathing! She was chopping carrots when she cut her finger. Don't move him. / Don't touch that wire.
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BEST Corp. English for Hospitality: Intermediate Curriculum

<ul style="list-style-type: none"> • Speak and understand basic instructions during an emergency. • Understand basic procedures/precautions in responding to an accident. 		
<p>Competencies:</p> <ul style="list-style-type: none"> • Express title and duties of Hotel Job of the week • Ask about and compare benefits • Express need around benefits • Compare benefits • Request a schedule change • Explain a problem, oversight 	<p>Suggested Grammar:</p> <ul style="list-style-type: none"> • Wh- questions: When, How much, How many • Comparatives • Modals: Can I, Could I • Infinitives: I would like to / I'd like to / I have to • Negative w/ don't / didn't 	<p>Applied Language Usages:</p> <ul style="list-style-type: none"> • How many hours can I get? • Insurance is more important to me than vacations time. • Could I have next Tuesday off? I have to take my daughter to the doctor. • I don't see my social security deduction. • I didn't get paid overtime for last weekend.

<p>Competencies:</p> <ul style="list-style-type: none"> • Express title and duties of Hotel Job of the week • Apologize politely • Ask clarifying questions about a problem • Ask for feedback about a task • Respond appropriately to critical feedback • Express intent to fix a mistake • Express intent to fulfill a customer's request / address a complaint 	<p>Suggested Grammar:</p> <ul style="list-style-type: none"> • Gerunds • Had to, forgot to • Did / Didn't • Noun clauses • Modals: Would you? • Adjectives: dirty, slow, fast, wrong, messy • Adverbs: completely, quickly, carefully, not . . . enough • Contractions: I'm, I'll • Future: I will, I won't • Wh- questions 	<p>Applied Language Usages:</p> <ul style="list-style-type: none"> • You didn't sweep the bathroom carefully. • Did I make the bed OK? • I don't understand what you want me to do. • Would you mind helping me? • I'll try to do better. • I'm very sorry. • What can I do for you? • I'll tell my supervisor. • I'll take care of it right away.
<p>Competencies</p> <ul style="list-style-type: none"> • Express title and duties of Hotel Job of the week • Express interest in new position 	<p>Suggested Grammar:</p> <ul style="list-style-type: none"> • I would like to; I'd like to • Simple present tense. • Simple past tense 	<p>Applied Language Usages:</p> <ul style="list-style-type: none"> • I would like to be a banquet server. • I make beds and restock supplies.

BEST Corp. English for Hospitality: Intermediate Curriculum

<ul style="list-style-type: none">• Compare positions• Articulate duties of desired job• Explain qualifications• Explain past and current job experience• Ask questions about desired job• Demonstrate proper body language, job interview behavior.• Express lack of understanding in an interview.• Ask to clarify.• Demonstrate self-confidence in presentation.	<ul style="list-style-type: none">• Present perfect tense• Comparatives• Modals: Can, can't• Gerunds: Skills• Adjectives: Personal Qualities• Wh- questions• Short Answer:	<ul style="list-style-type: none">• I was a cook in my country for 10 years.• I have been a banquet houseman for 5 years.• I prepared the menu and ordered supplies.• I can prepare food.• I can't lift heavy things.• The hours are better. The employees are friendlier.• I am reliable, organized, professional.• I am good at cleaning, dealing with difficult guests.• What are the hours?• Thank you for your time.
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