

Program Description

In an increasingly globalized world, English has become a universal language for hospitality professionals and a necessity for career advancement. The Hospitality English and Communication (HEC) course was specially designed to assist individuals, who are or will be in the hospitality industry, with improving their ability to express themselves in English when dealing with guests and coworkers.

It covers a wide range of hospitality situations and the vocabulary, phrases, expressions and common courtesies that are appropriate to those situations. HEC is not an ESL program, but rather has been specifically designed for people who already have a basic to intermediate level of English fluency and who wish to enhance their ability and gain confidence in using English appropriately in hospitality settings.

Seminar Topics Include (Partial Listing)

- ★ Common Courtesies and Expressions
- ★ Phone Etiquette and Vocabulary
- ★ Giving Clear Directions
- ★ Taking Reservations
- ★ Customer Service
- ★ Using Problem Solving Language
- ★ Handling Complaints
- ★ Giving and Receiving Feedback

eCafé - A Global Hospitality Community

All participants enrolled into the HEC program are automatically enrolled in World Campus's eCafé, a global hospitality community. eCafé provides participants with the added advantage of traveling the world without leaving home! Participants can take advantage of global discussion forums, professional development seminars, a career placement center and much more!

Program Cost \$250 per Participant

This all inclusive costs include:

- ★ 14 Hospitality English self paced online lessons and seminars
- ★ eBooks and online Course Materials
- ★ Online Quizzes and Assessments
- ★ Enrollment into eCafé for 6 months
- ★ Hospitality English and Communication Certificate

View our demo at:

www.ahaworldcampus.com

Enroll Online Today!

The pineapple has been a universal symbol of hospitality and welcome for centuries, all over the world. The image of the pineapple expresses a sense of welcome, good cheer, human warmth and family affection.

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AHA's HEC course aims to provide you with effective communication tools, and the confidence to deal with everyday situations and problems that arise with guests, coworkers, and supervisors.

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