

TEACHING ENGLISH RECEPTION AND FRONT DESK STAFF

Course for Teachers or self-study

Level: elementary

Course duration: 30 hours

- Unit 1 Meeting and Greeting Visitors. Useful Phrases
- Unit 2 Time and Dates
- Unit 3 Directions
- Unit 4 Check in and Check Out
- Unit 5 Assistance to Guests
- Unit 7 Pricing and Payment
- Unit 8 Facilities and Amenities
- Unit 9 Problems and Handling Complaints
- Unit 10 Thank You and Goodbye

Answer Key for Teachers (TASKS)

Marking Scheme