## **Hotels 1**

By the end of the course, you will be able to give effective feedback, talk about objectives and goals, motivate your team, build rapport and sympathy and manage from a **distance**, along with lots more!

Lesson 1: Polite language

Lesson 2: Services and procedures

Lesson 3: Instructions and descriptions

Lesson 4: Food, drink and entertainment

Lesson 5: Handling conflict

Lesson 6: Solving problems

Personal trainer 100% online

10 hours

(v) Certified

Eligible for CPF 6 Live Classes

**LEARN** 

Online activities (30-60 min) 10 mins a day



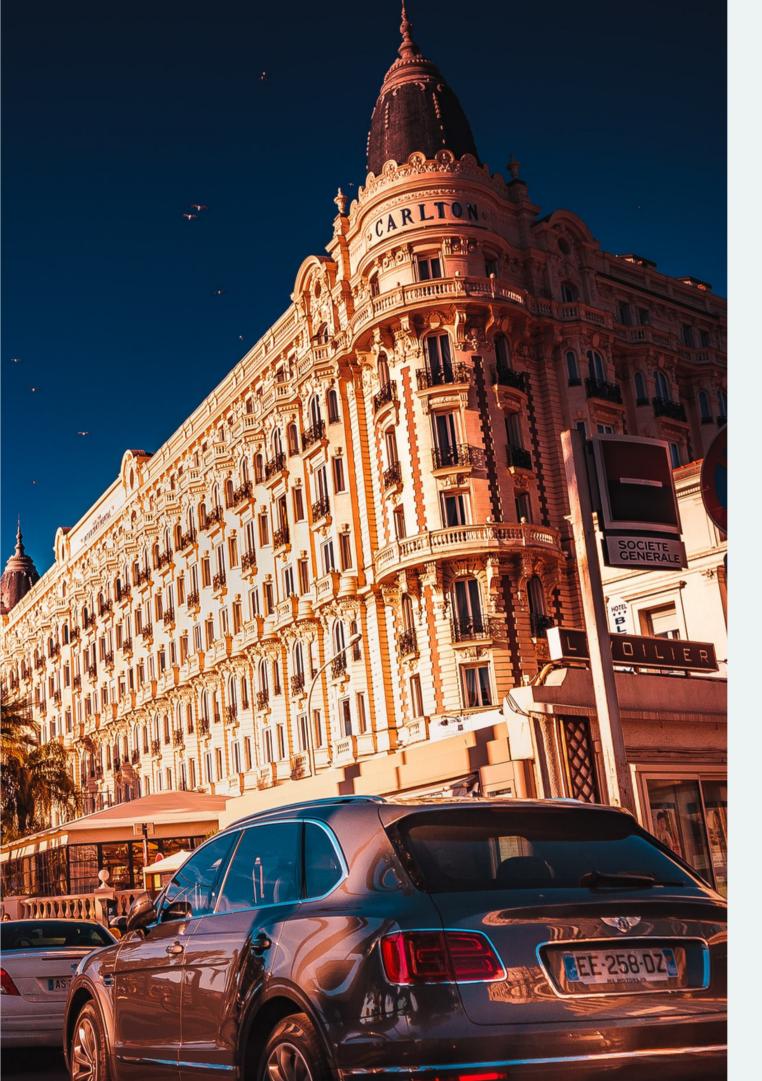
**SPEAK** 

Live Class (55 min) Weekly classes with your trainer

**PROGRESS** 

Lesson tests (30-90 min) Extra resources, reports

and review quizzes



## Hotels 2

Are you a manager and need English? This course will help you to prioritise and delegate work, resolve conflicts, coach, manage multicultural teams and deal with change management, along with lots more!

Lesson 1: Customer satisfaction

Lesson 2: Workplace safety

Lesson 3: Customer service

Lesson 4: Improving service

**Lesson 5: International customers** 

Lesson 6: Marketing techniques

( 10 hours Personal trainer 100% online

**Certified** Eligible for CPF (4) 6 Live Classes

**LEARN** 

Online activities (30-60 min) 10 mins a day



**SPEAK** Live Class (55 min) Weekly classes with your trainer



**PROGRESS** 

Lesson tests (30-90 min) **Extra resources, reports** and review quizzes