

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**

✓ **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**

✓ **Personal trainer**

✓ **100% online**

✓ **10 hours**

✓ **Certified**

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