

Spanish: Beginners for Good Customer Service

About the Course

This is a brand-new course part of our Modern Languages Learning programmes. The course aims to provide learners with practical communication skills to engage with Spanish-speaking guests and colleagues in hospitality settings such as at the airport, hotels and restaurants.

This is a non-accredited (non-qualification) language course. Learners do not need any prior experience of speaking or writing Spanish to enrol on this exciting course.

Course Learning Outcomes

- Welcome customers politely using simple phrases.
- Identify and explain simple guest questions such as name, nationalities, profession, age, phone number and date of birth in Spanish.
- Explain hotel facilities.
- Discuss and understand sentences and frequently used expressions related to customer service in Spanish.

Please note:

To successfully complete this course, you must commit to full attendance and punctuality. You will also be required to use basic digital skills throughout the course to access and support your learning materials.

What is needed for the course

You will also be required to use basic digital skills throughout the course to access and support your learning materials.

If you need any additional support, please call us: 02085836000.

Progression Pathway

Spanish:
Beginners for Good
Customer Service



Spanish:
Elementary
for Good
Customer Service



Spanish:
Intermediate
for Good
Customer Service

We can also provide you with information, advice and guidance for employment or further learning.

- ▶ Please speak with your tutor or
- ▶ Call 020 8583 6174 to speak to an advisor or
- ▶ Email work@hounslow.gov.uk or
- ▶ Visit www.workhounslow.co.uk