



Schullehrplan Hotelfachfrau/-mann

1. Semester

Thema	Lehrmittel
Taking telephone messages, connecting telephone lines Useful vocabulary. Grammar: modal verbs « can, could, would you like ? etc. »	Highly Recommended 2 Student's Book <u>Level: intermediate</u> Für alle 3 Jahre Unit 1, Dealing with incoming calls
Hotel services and facilities Prepositions of location	Unit 2, customer information
Taking a room reservation	Unit 3 Taking Reservations
Booking Enquiries Grammar: Present Simple – Present Continuous	Unit 4 Dealing with booking enquiries
Writing a Business Email Greetings, Endings, General correspondence expressions	Unit 5 Correspondence
Fachwortschatz: Zimmer, Gästewäsche, Gästeinformationsmaterial, Möbel	Wörterliste 1

2. Semester

Thema	Lehrmittel
Checking-in Dealing with arrivals Possessive adjectives	Unit 6 Welcoming Guests
Dealing with Check-in problems Grammar: Past Simple	Unit 7 Dealing with check-in problems
Explaining how things work in the hotel Grammar: imperatives	Unit 8 Explaining how things work in the hotel
Serving Drinks Grammar: Question Forms	Unit 9 Serving Drinks
Food Service in the restaurant Grammar : quantifiers	Unit 10 Food Service
Fachwortschatz : Rezeption, Service, Seminare, Frühstück, Badezimmer	Wörterliste 2

3. Semester

Thema	Lehrmittel
Visitor attractions in your area Sightseeing Grammar : Comparatives, Superlatives	Unit 11 Know your region
Giving advice about local travel, public transport Language : recommending, suggesting, advising	Unit 12 Explaining travel options
Giving directions inside and outside the hotel Language : prepositions of direction	Unit 13 Giving directions
Customer care and customer service Language point : need	Unit 14 Meeting customer needs
Dealing with complaints Grammar : present perfect, since - for	Unit 15 Complaints and apologies
Fachwortschatz : Hotelzutrittssysteme , Gästezimmer / Etage, Betten , Bettzeug , Arbeiten, Einrichtungen, Badezimmerwäsche, Badezimmerzubehör	Wörterliste 3

4. Semester

Thema	Lehrmittel
Mistakes and problems Language point: indirect questions	Unit 16 mistakes and problems
Giving advice and assistance: lost property and First aid Grammar : First and Second Conditional	Unit 17 Giving advice and assistance
Telephone communication problems Grammar : Passive form	Unit 18 Telephone communication problems
Conferences and Meetings Organising a training seminar	Unit 19 conference and meeting enquiries
Settling hotel bills Language point : numbers and currencies	Unit 20 Handling payments

5. Semester

Thema	Lehrmittel
Kitchen rules and regulations Following a recipe Language point : must, have to, need	Unit 21 Explaining and training
Working in housekeeping Language point : have something done	Unit 22 Working in housekeeping
Health, safety and security Minimizing risks Language point : should, ought to	Unit 23 Health, safety and security
Countries and cultures Festivals around the world Language focus : verb+ -ing or infinitive	Unit 24 countries and cultures
Exploring different cultures Grammar : Reporting verbs	Unit 25 Exploring different cultures

6. Semester

Thema	Lehrmittel
About my job Language point : adjective and preposition	Unit 26 Working life
What are my strengths? Job applications : CV and covering letter	Unit 27 Job applications
Job interviews Grammar : past simple or present perfect	Unit 28 Job interviews
QV Vorbereitung : Wortschatz, Rollenspiele, Small talk	Arbeitsblätter