

Schullehrplan Fachenglisch

Fachfrau/-mann Hotellerie-Hauswirtschaft EFZ

3. Semester (1 Lektion/Woche)

| Topic | Detail |
|-------------------------------|---|
| Introduction | Introducing myself, getting to know my colleagues, welcoming customers |
| Hotel and cleaning vocabulary | Naming objects in hotels, work utensils and items in cloak-room |
| Numbers and time | Using cardinal and ordinal numbers correctly, telling time, discussing work plans, noting telephone numbers |
| Small talk | Asking and answering questions in a hotel, engaging in small talk with guests and residents |
| Information about the company | Explaining my company and its facilities, organizing events and giving directions |
| Washing up | Naming tableware, explaining cleaning schedules and processes, explaining sustainable cleaning practices |
| Feedback | Dealing with customer feedback and complaints orally and in writing |
| Grammar | Correct use of the following in oral and written communication: <ul style="list-style-type: none">• Present simple• Past simple• Prepositions |

4. Semester (1 Lektion/Woche)

| Topic | Detail |
|---------------------------------------|---|
| Food recommendations | Naming basic foodstuffs and drinks, describing dishes and making food recommendations, adapting the menu |
| Serving breakfast | Setting the table, naming breakfast foods and drinks, using professional vocabulary for breakfast service (buffet and à la carte) |
| Special diets | Understanding food intolerances and allergies, naming common allergens, providing competent information to customers with intolerances and allergies |
| Tourist attractions | Naming typical tourist attractions, making recommendations for different customer groups, explaining regional offers to tourists |
| Understanding and giving instructions | Formulating clear and precise instructions, explaining workflows |
| Food hygiene | Understanding and explaining basic food hygiene practices |
| Emergency situations | Describing emergency situations on the telephone, understanding and giving first aid instructions |
| Grammar | Correct use of the following in oral and written communication: <ul style="list-style-type: none">• <i>Be going to</i> future• Modal verbs (<i>must, have to, should, can/could</i>) |