

Schullehrplan Fachenglisch

Hotel-Kommunikationsfachmann/-frau EFZ

1. Semester (2 Lektionen/Woche)

Thema	Detail
Introduction	Introducing myself, expressing preferences and dislikes
Telephone skills	Managing professional phone conversations: answering calls, taking messages, noting telephone numbers
Reservations	Taking telephone reservations
Welcoming guests	Correct greeting of desks according to the time of day
Apologising	Reacting politely to guests' complaints and apologising appropriately
Hotel vocabulary	Naming the hotel staff and parts of the hotel, explaining different room types.
Kitchen	Naming kitchen staff and kitchen utensils. Explaining cooking terms and hygiene standards.
Restaurant	Naming service staff and serving utensils. Explaining how to lay a table correctly and various kinds of breakfast. Taking orders.
Grammar	Using the following tenses correctly: <ul style="list-style-type: none">• present simple and present continuous• future forms (present continuous, will-future, be going to-future)• present perfect and past simple• present perfect + <i>for/since</i>, present perfect continuous
General vocabulary	Topics: date, time, food, family, money, life experience

2. Semester (1 Lektion/Woche)

Thema	Detail
Housekeeping and working clothes	Describing housekeeping tasks and working clothes for hotel staff. Explaining housekeeping tasks.
Tea and coffee	Explaining coffee and cake specialties to guests
Front office and hotel facilities	Filling in registration forms. Checking guests in. Naming objects in a hotel room. Providing information about guest services. Giving directions.
Grammar	Using the following modal verbs correctly: <ul style="list-style-type: none"> • <i>must, have to, should</i> (obligation and prohibition) • <i>can, could, be able to</i> (ability and possibility)
General vocabulary	Topics: manners, skills

3. Semester (2 Lektionen/Woche)

Thema	Detail
Kitchen.	Naming food correctly. Explaining the preparation of different dishes.
Restaurant	Explaining the courses of a set meal and the brunch menu. Explaining important terms and their meaning regarding payment and currency. Handling customer complaints.
Bar	Naming the bar staff and bar utensils. Explaining how typical bar drinks are prepared.
Tourism and sightseeing	Naming the Swiss cantons and their features. Describing sightseeing attractions in Switzerland.
Grammar	Forming and correctly using comparatives and superlatives. Using the past tenses (past simple, past continuous, past perfect) correctly. Describing past and present habits and states.
General vocabulary	Topics: transport, sport, relationships

4. Semester (1 Lektion/Woche)

Thema	Detail
Restaurant	Understanding menus and explaining dishes, including Swiss specialties. Taking orders. Explaining wine attributes.
Conferences and banqueting services	Naming conference equipment. Discussing conference and banqueting organisation.
Eating habits around the world	Describing eating habits around the world.
Payment	Listing the parts of a bill. Explaining various kinds of payment.
Bar	Naming bar utensils and bar glasses. Describing the preparation of cocktails.
Grammar	Correctly forming and using: <ul style="list-style-type: none"> • the passive forms of all verb tenses. • the first, second and third conditionals Using the modals of deduction (<i>might, must, can't</i>) correctly.
General vocabulary	Topics: body, education

5. Semester (1 Lektion/Woche)

Thema	Detail
Travel	Naming means of transport. Asking for information about getting to a destination
Applying for a job	Understanding job advertisements. Writing a job advert and a CV. Filling in an application form.
Correspondence	Writing letters and e-mails.
Weather	Describing weather conditions and interpreting weather forecasts
Grammar	Formulating sentences using gerunds and infinitives. Reporting statements and questions in indirect speech.
General vocabulary	Topics: jobs, shopping

6. Semester (1 Lektion/Woche)

Thema	Detail
QV preparation	Preparation for the qualification procedure (QV) with a focus on professional communication tasks.