

AF | 40149

Inglés. Recepcionistas y trabajadores de hotel

DIRIGIDO A

Cualquier persona que quiera mejorar sus conocimientos de otros idiomas.

OBJETIVOS

- Adquirir los conocimientos necesarios para comunicarse adecuadamente con los huéspedes, clientes y proveedores de servicios turísticos, siendo capaz de atender a sus peticiones y proporcionando la información adecuada para responder a sus necesidades.

CONTENIDOS

- Commercial and administrative management of tourist services - Guests and tourists I.
- Commercial and administrative management of tourist services - Guests and tourists II.
- Commercial and administrative management of tourist services - Receptionists & hotel workers I.
- Commercial and administrative management of tourist services - Receptionists & hotel workers II.
- Commercial and administrative management of tourist services - Typical situation.
- Commercial and administrative management of tourist services - Hotel services I.
- Commercial and administrative management of tourist services - Hotel services II.
- Commercial and administrative management of tourist services - Customer service and satisfaction I.
- Commercial and administrative management of tourist services - Dialogue questions.
- Commercial and administrative management of tourist services - Typical situation: checking into a hotel.
- Commercial and administrative management of tourist services - Typical situation: checking into a hotel.
- Commercial and administrative management of tourist services - Course test.



Duración

25 horas



Modalidad

Teleformación