



e-TALIA – Innovative Training Approach in Languages and Intercultural Awareness for the Hospitality and Leisure Sectors

Project No: UK/10/LLP-LdV/TOI-311

COURSE CERTIFICATE

(participant's name)

has participated in the English/German language piloting blended course e-TALIA, having achieved a pass/pass with merit/pass with distinction/pass for outstanding performance in A1/A2 level (according to CFR- Common European Framework of Reference for Languages). This course has covered 60 hours, during the spring of 2012.

This certificate is based on the European Credit system for Vocational Education and Training (ECVET).

e-TALIA is an EU funded project which aims to promote a distinctive curriculum and a flexible mode of delivery to develop language and intercultural training skills within the training constraints facing SMEs, their employees and also trainees in the Hospitality and Leisure sectors. The project also seeks to provide an innovative training model and resources for blended e-learning by flexibly integrating a variety of learning tools into a seamless learning package.

Signature (the partner country's representative)

Signed by the following partners:



The e-TALIA course has been divided into 2 Modules focusing on the following aspects of hospitality & leisure sectors:

1. General Module

- Greetings
- Small Talk
- Giving Directions in a Town

2. Specific Modules

A. Hotel

- Answering calls at front desk
 - Taking a reservation
 - Dealing with changes in a reservation
- Check-in
 - Check-in and price
 - Giving directions inside a building
 - Too early to check in
 - Car and garage
 - Food in the hotel
- Stay at a hotel
 - Dealing with enquiries
 - Dealing with requests
 - Dealing with complaints in a hotel
- Check-out
 - Check out and payment
 - Early and late check-out
 - Check out and getting to the airport

B. Restaurant & Bar

Restaurant

- Talking about dishes
- Taking orders
- Dealing with telephone table bookings
- Dealing with complaints

Bar

- Taking orders for drinks
- Dealing with difficult guests
- Dealing with emergencies

C. Leisure (Spa & Amusement Park)

- Arranging an appointment at a spa
- Spa treatment and facilities
- Spa rules
- Amusement park facilities
- Amusement park safety

Signed by the following partners:

