



English and Work Experience: Retail and Catering

English and work experience is a course designed to help young people and employees working in certain sectors where the use of English is important. These days it is becoming more and more important for people working in shops, cafes, bars and restaurants to be able to speak English well. This course has two elements. In the mornings, the participants learn and practise how to communicate appropriately with customers in International English. In the afternoons or evenings, the participants do work experience in a local retail or catering businesses. This gives them a good chance to practise and improve on what they have learnt.

Who is this course suitable for?

This course is for either trainee catering and retail staff or employees wishing to upgrade their skills. Whether you are new to this line of work or very experienced, improving English and using the right type of English is important. If you are taking orders over the phone, a receptionist, working at a bar, in a shop or department store, working front-of-house, serving food or managing this course will benefit you.

What are the benefits?

- helping you to understand customers better
- Improving your ability to provide good service in English
- Improving your ability to respond to customers' needs
- enabling you to undertake your job more effectively
- Improving your general English language skills

About this course:

Course available for group bookings (Minimum of 8 students). Please contact CESC for further information.

Course length: 2 weeks
40 lessons

40 x 50 minute morning lessons
9 x afternoon/evening work placement

Minimum Level: A2 (CEFR)

Participants will cover the following elements:

- Language for greeting customers
- Language for helping customers order
- Understanding requests and complaints
- Serving customers in appropriate English
- Taking bookings and orders over the phone
- Role-playing

Please review the course programme overleaf for full details of this course.

English and Work Experience: Retail and Catering option

COURSE PROGRAMME



	Monday	Tuesday	Wednesday	Thursday	Friday
9.00-10.40	Induction and expectations	Making reservations and taking orders over the phone	Role- Play; Practice of Tuesday's session	Explaining menus and products	Role-play; Practice of Thursday's sessions
11.10-12.50	Listening and speaking: Restaurants and shopping	Greeting customers and welcoming them in.	Assessment of Role-play and feedback on vocab and grammar	Taking orders, Clarifying and responding to special requests	End of week review, Workshop on unusual language encountered in work placement
Afternoon Evening	Work placement	Work placement	Work placement	Work placement	Work placement
	Monday	Tuesday	Wednesday	Thursday	Friday
9.00-10.40	Serving, taking payments and checking customer satisfaction	Role- Play; Practice of Monday's session	Making small talk with customers	Modern trends in retail and catering	Final Assessment; Role-plays
11.10-12.50	Responding to complaints and dealing with unhappy customers	Assessment of Role-play and feedback on vocab and grammar	Customer Service vocabulary review Workshop on difficult language form work experience	Communicating effectively with colleagues in English	Group and individual feedback on assessment.
Afternoon Evening	Work placement	Work placement	Work placement	Work placement	Group dinner

WORK EXPERIENCE

This may be in the afternoon or evening depending on the needs of the business you are placed in. It will not be longer than three hours in either case, leaving you enough time to study, rest, see Colchester and take part in our social activities if you want to.

ACCOMMODATION AND TRANSFERS

Accommodation and airport transfers can be arranged. Prices are available on our 2019 Course Price List.

FREE ACTIVITIES

CESC also has a programme of free afternoon activities from 15.00. You could join these if you are not on shift.

- Tour of Colchester
- Football
- I-chat
- Afternoon Tea
- Vocabulary Games
- Nature walks

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