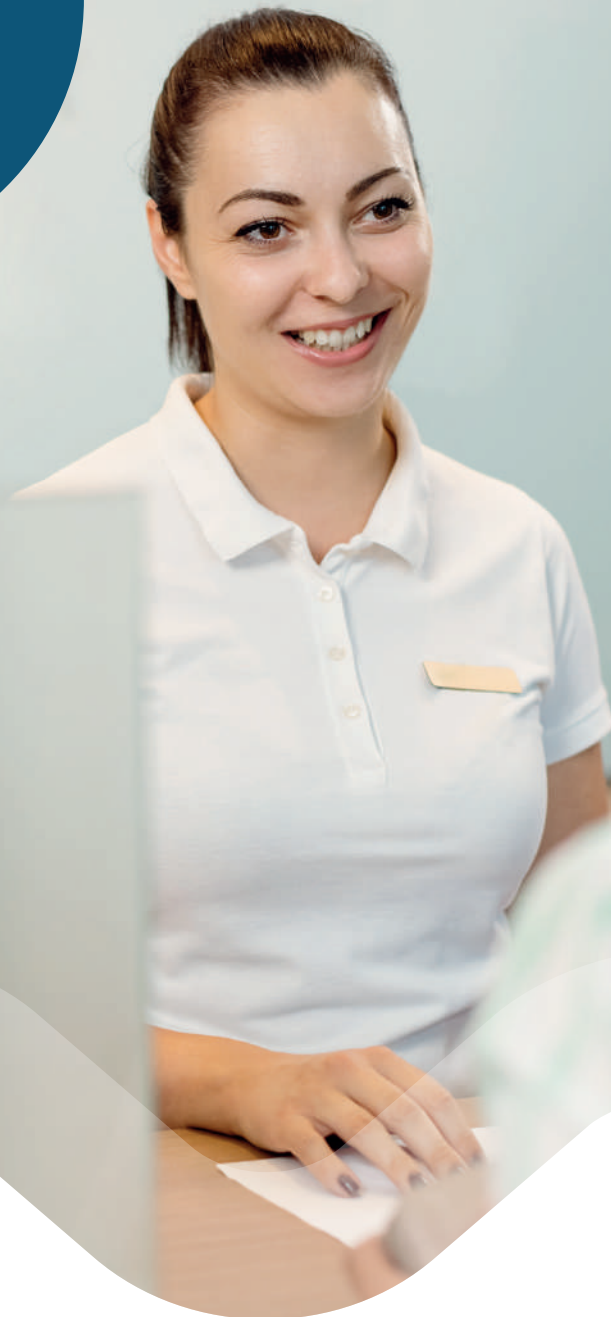




Xcellent
English



Basic English Course for

Coaching y formación para empleados de hoteles en Tenerife

WITH 9 TOPICS AND 114 VIDEO TITLES.

Presentación

El **sector turístico** es sin duda el **motor económico de la isla de Tenerife** y los **hoteles** son un elemento clave en la experiencia del turista. Por lo tanto, es vital que los empleados de los hoteles estén **preparados para brindar un servicio de alta calidad** a los turistas que visitan las Islas Canarias.

Los cursos “**Coaching y formación para empleados de hoteles en Tenerife**” tienen como objetivo brindar a los participantes una comprensión profunda de las necesidades y expectativas de los turistas y cómo satisfacerlas. Los empleados aprenderán habilidades esenciales, como la **comunicación eficaz en inglés**, el **trabajo en equipo**, la **atención al cliente** y la **resolución de problemas**.

Además, el curso también aborda temas como la **diversidad cultural** y la **sostenibilidad**, lo que ayuda a los empleados a comprender y respetar las diferentes culturas y a ser más conscientes de su impacto en el medio ambiente.

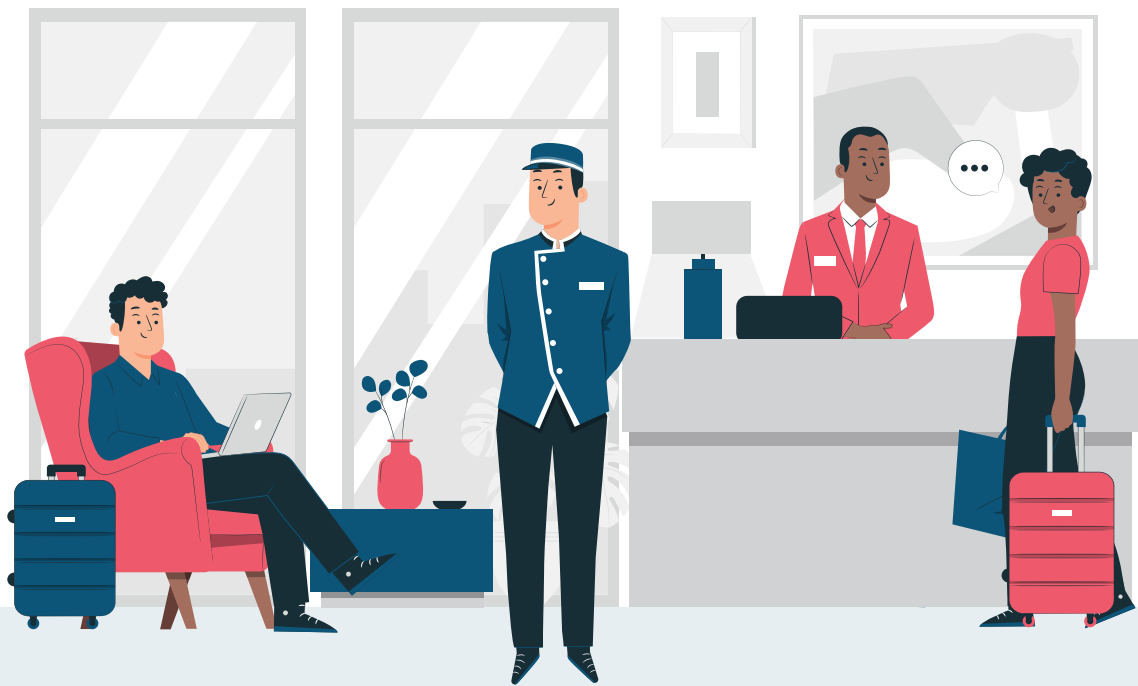
En resumen, el curso de formación ayudará a los empleados de los hoteles de Tenerife a **mejorar su desempeño** y **satisfacer las necesidades y expectativas de los turistas**. Esto, a su vez, contribuirá al **éxito y crecimiento continuo de su empresa**, del turismo en la región y ayudará a mantener la reputación de **Tenerife** como un destino turístico de primera clase.



Greg Haughton

CEO de Xcellent English y Director del curso

Información e inscripciones: xcellentenglish.com/cursos



Objetivo general:

Mejorar la calidad del servicio que ofrecen los empleados de los hoteles de Tenerife para satisfacer las necesidades y expectativas de los turistas extranjeros que visitan las Islas Canarias.

Objetivos específicos:

1. Mejorar la capacidad de los empleados para **comunicarse en inglés eficazmente** con los turistas, incluyendo el **lenguaje corporal** y habilidades de **escucha activa**.
2. Fortalecer el **conocimiento y la habilidad** de los empleados para ofrecer **recomendaciones y asesoramiento** acerca de actividades, lugares de interés, restaurantes y otras opciones de entretenimiento y ocio en Tenerife.
3. Reforzar la capacidad de los empleados para **manejar situaciones difíciles o conflictivas**, como quejas o reclamaciones de los turistas, de una **manera efectiva y respetuosa**.
4. Fomentar la **cultura del servicio** y la **atención al cliente** en los empleados, a través de la promoción de valores como la **empatía**, la **paciencia**, la **cortesía**, la **eficiencia** y la **resolución de problemas**.

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1

Greetings and Introductions: "Meeting and Greeting Tourists" In these videos, you will learn how to properly greet and introduce yourself to tourists in the Canary Islands.



Videos: 16

- Welcome to the hotel. (2 videos)
- Checking in, (2 videos)
- What the hotel has to offer, part 1 restaurants and bars. (2 videos)
- What the hotel has to offer, part 2 swimming pools and sports facilities. (2 videos)
- What the hotel has to offer, part 3 others options. (2 videos)
- Change of room. (2 videos)
- Simple directions. (4 videos)

2

Describing Places and Activities: "Exploring the Beauty of Canary Islands" In these videos, you will learn how to describe various tourist attractions and activities available in the Canary Islands.



Videos: 16

- Los Cristianos and Las Americas The Port and shopping. (3 videos)
- Los Cristianos and Las Americas Eating-Out and Night-life. (3 videos)
- Mount Teide. Cable Car and easy to difficult hikes. (3 videos)
- Siam Park. (2 videos)
- Loro Park. (2 videos)
- Let's go for a walk. (3 videos)

3

Food and Dining: "Savouring the Flavours of Canary Islands Cuisine" In these videos, you will learn about the local cuisine and how to describe different dishes and make recommendations for restaurants in the Canary Islands.



Videos: 9

- What is a Guachinche? (2 videos)
- Wrinkled potatoes and Fried Cheese (1 video)
- Mojo Sauce. Red or Green? (1 video)
- Steaks Galore but Fish is More. (1 video)
- Old Clothes, probably the best food you'll ever eat. (1 video)
- Directions on how to get there... where? That perfect place. (1 video)
- Cheap, Good Value for Money, Money is no Object. (1 video)
- Where not to go and who not to listen to. (1 video)

4

Customer Service: "Providing Exceptional Service to Tourists" In these videos you will learn how to communicate effectively with tourists and provide exceptional customer service in various tourism-related situations in the Canary Islands.



Videos: 17

- It's not what you say, it's how you say it. Part 1. Beginnings. (3 videos)
- It's not what you say, it's how you say it. Part 2. Meanwhile. (3 videos)
- It's not what you say, it's how you say it. Part 3. Concluding. (3 videos)
- Typical Phrases to solve problems. Rooms, Food and Amenities. (3 videos)
- Typical Phrases to calm down any tourist. (2 videos) 10 phrases and possible answers.
- Typical Phrases to show the guest that they come first and foremost. (1 video)(5 phrases)
- There is always a right answer for everything. (2 videos) quick rapid fire questions and answers.

5

Navigating the Islands: "Getting Around Canary Islands with Ease" In these videos, you will learn about different modes of transportation available in the Canary Islands and how to give clear directions to tourists.



Videos: 16

- Rent-a-cars. Do's and Don't's, Roundabouts, Parking Boys, Slow down and take it easy, North and South, Mount Teide. (6 videos)
- TITSA. The Local Bus services. Timetables and Bus Stations (2 videos)
- Directions 101: Moving around major cities in Tenerife. (6 videos)
- Teide: Bus to get there. Car to get there. Once there...Cable Car. Get that Photo! (2 videos)



6

Cultural Activities: "Experiencing the Culture of Canary Islands" In these videos, you will learn about various cultural activities and events that take place in the Canary Islands and how to describe them to tourists.



Videos: 8

- Carnivals. (February Santa Cruz, March Los Cristianos.) (2 videos)
- The Indianos (February La Palma) you will have to get the Ferry from Los Cristianos. (1 video)
- Boarding of Virgin del Carmen and San Telmo, Puerto de La Cruz. (1 video)
- Tablas de San Andrés, Icod de los Vinos. (1 video)
- Danza de los Enanos (The Dance of the Dwarves), Santa Cruz de La Palma. (1 video)
- Achipencos, Puerto del Rosario (Fuerteventura). (1 video)
- Fiesta de la Rama, Agaete (Gran Canaria). (1 video)

7

Beaches and Water Activities: "Enjoying the Sun, Sand, and Sea of Canary Islands" In these videos, you will learn how to describe the different beaches and water activities available in the Canary Islands, including snorkelling, diving, and surfing.



Videos: 11

- Asking the right questions. (2 videos)
- The WA list is endless. (3 videos)
- The Best Beaches part 1. The ones nearby. (2 videos)
- The Best Beaches part 2. The ones you might need drive or taxi to. (2 videos)
- The Best Beaches part 3. The hidden gems. (2 videos)

8

Health and Safety: "Staying Safe and Healthy in Canary Islands" In these videos, you will learn about essential health and safety measures to keep in mind when working in the tourism sector, including emergency procedures, basic first aid, and precautions related to COVID-19.



Videos: 12

- Cream up and Hidrate. (2 videos)
- Obvious advice (2 videos)
- Belongings out of the hotel. (2 videos)
- Personal care. (2 videos)
- In case of an emergency. (2 videos)
- Out and About. (2 videos)

Throughout their Stay, Saying Goodbye and Getting Feedback: "Farewell to the Canary Islands" In these videos, you will learn how to say goodbye to tourists and provide them with a platform to offer feedback on their experience in the Canary Islands.



Videos: 10

- While they are in the Hotel be nice and they will come back. (2 videos)
- Smile and the whole world smiles with you. (2 videos)
- Checking out Standard (1 video)
- Checking out Sweet. (1 video)
- Checking out Apologetic. (1 video)
- Really finding out the facts. (2 videos)
- We'd love to hear your feedback. (1 video)

Overall, the "Tourism English for Canary Islands" course provides a comprehensive guide to communicating effectively with tourists and enhancing their experience in the Canary Islands while also ensuring the safety and well-being of both tourists and locals.

By completing this course, you will not only improve your language skills but also contribute to the growth and reputation of the Canary Islands' tourism industry.

Enrol now and take a step towards becoming an invaluable asset in the Canary Islands' thriving tourism sector. With interactive videos, real-life scenarios, and practical tips for tourism professionals, this course offers an engaging learning experience that will equip you with the necessary skills and knowledge to excel in your tourism career. Invest in your professional development today and unlock new opportunities to advance your career while making a positive impact on the tourism industry of the Canary Islands.



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