

BLOQUE I	PROVIDING CUSTOMER SERVICE AT A FRONT DESK AT A HOTEL	TIEMPO ASIGNADO: 24 HORAS
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PROPÓSITOS

- Use formal greeting expressions to take care of the customers at the front desk.
- Suggest and provide information about the city, weather, attractions, restaurants, etc.
- Describe and compare facilities and rooms at the hotel to help the customer decide the best option according to his needs and preferences.
- Deal with information about the range of services provided by the hotel to facilitate telephone reservations.
- Develop listening skills.
- Improve communications skills.
- Interpret body language.

SABERES REQUERIDOS PARA EL LOGRO DE LOS PROPÓSITOS

DECLARATIVOS	PROCEDIMENTALES	ACTITUDINALES
<ul style="list-style-type: none"> • Recall formal greetings such as: Welcome to..., It's (was) a pleasure to..., good morning (afternoon, evening, night). • Recognize tourist information on newspapers, magazines, leaflets. • Distinguish simple present to introduce oneself and to describe what one does in order to offer his/her services. • Distinguish modals <i>can/can't, should/shouldn't</i> to give tourist information about the city. • Describe the hotel facilities using adjectives and <i>have/has</i>. • Reinforce the use of comparative and superlative adjectives. 	<ul style="list-style-type: none"> • Employ formal expressions to greet and welcome customer. • Use formal greetings to receive the customer at the front desk. • Use simple present tense to introduce oneself, to explain and to offer help when needed. • Form correct expressions with modals <i>can/can't, should/shouldn't</i> to talk about the city attractions, tourist information and to recommend the best places to visit and to eat. • Employ vocabulary related to the hotel facilities and the verbs <i>have/has</i> to describe to describe what the hotel offers the customers. • Employ vocabulary related to the hotel, its facilities and adjectives to give the customer a detailed idea. • Communicate with clarity and accuracy, especially on the phone. 	<ul style="list-style-type: none"> • Show empathy to others to understand them. • Recognize the importance of having an excellent attitude to deal with others. • Respect other's decisions or opinions. • Allow effective communication taking turns in a conversation. • Accept English language variations. • Respect and understand different cultures. • Recognize body language contributes to effective communication. • Adopt courtesy to communicate.

INDICADORES DE DESEMPEÑO PARA LOGRAR LAS UNIDADES DE COMPETENCIA	EVIDENCIAS DE APRENDIZAJE SUGERIDAS
<ul style="list-style-type: none"> Recognize the front desk service is a cycle being established as a process. Use modals can/can't, should/shouldn't in correct structured sentences. Employ the correct form of comparative and superlative adjectives. Have the ability to improvise front desk situations to offer the best service each time. Show attitude of service all the time. Simulate authentic dialogues taking and changing roles (customer/front desk clerk) Improve his/her image and body language. 	<ul style="list-style-type: none"> Practice dialogue simulations at the front desk in a hotel. Act out real-life situations improvising content within a suggested pattern. Create a video tape based on observed real-life situations. Create an illustrated manual showing the front desk job as a process (in steps) to present it in class. Simulate telephone reservations (booking) with improvised dialogue. Elaborate a dialog pattern to for booking conversations considering all possible requests, questions, problems, and complaints. Fill out check-in formats.

BLOQUE II	DEALING WITH CHALLENGING SITUATIONS WITH CUSTOMERS AT A HOTEL	TIEMPO ASIGNADO: 20 HORAS
PROPÓSITOS		
<ul style="list-style-type: none"> Explain the check-out bill. Clarify customer's doubts and concerns. Deal with special situations, complaints, and requests made by the customer. 		
SABERES REQUERIDOS PARA EL LOGRO DE LOS PROPÓSITOS		
DECLARATIVOS	PROCEDIMENTALES	ACTITUDINALES
<ul style="list-style-type: none"> Recognize all concepts used to issue the customer's check-out bill. Distinguish polite expressions to address, apologize and calm down customer's anger. Identify simple past, 	<ul style="list-style-type: none"> Explain in detail the check-out bill and charges the customer has done. Use polite expressions to address the customers: "We'll be happy to...", "we apologize for...", "we'll be glad to...", "Excuse me, sir." "May I have your pardon?", "It'll be a pleasure to..." Use the adequate voice tone to soothe the customer's anger if necessary. 	<ul style="list-style-type: none"> Show empathy towards customers. Show positive attitude in customer service. Allow fluent communication taking care of voice tone and being kind to the customer.

<p>simple present and simple future “will” to face challenging situations and give promises of how to solve them.</p> <ul style="list-style-type: none"> • Distinguish modals can, could, would and would you mind to make requests. • Recognize the importance of the voice tone when talking to a customer. 	<ul style="list-style-type: none"> • Employ polite modals for requests to address customers to require: “Could you...?, Would you...? Would you mind...?” • Use simple past, simple present and simple future “will” to establish a conversation to understand the problem, ask about it, give reasons, apologize and make promises. • Analyze challenging situations to propose possible ways to solve them. 	<ul style="list-style-type: none"> • Respect classmates’ points of view as well as develop tolerance to others.
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INDICADORES DE DESEMPEÑO PARA LOGRAR LAS UNIDADES DE COMPETENCIA	EVIDENCIAS DE APRENDIZAJE SUGERIDAS
<ul style="list-style-type: none"> • Identify problems and solutions related to customer service at a hotel. • Respond effectively and courtesy when a challenging situations are presented • Simulate real-life phone dialogues using appropriate vocabulary and expressions to diffuse a challenging situation with a customer. 	<ul style="list-style-type: none"> • Create a handbook with possible complaints and suggested solutions. • Perform dialogue simulations related to requests or complaints from customers. • Write and respond a complaint letters. • Interview experienced front desk clerks to compile their experiences at work. (Present in class).

BLOQUE III	GETTING A JOB	TIEMPO ASIGNADO: 20 HORAS
PROPÓSITOS		
<ul style="list-style-type: none"> • Respond to questions related to a job interview. • Organize a resume with acceptable résumé formats. • Fill out an employment application form. 		
SABERES REQUERIDOS PARA EL LOGRO DE LOS PROPÓSITOS		

DECLARATIVOS	PROCEDIMENTALES	ACTITUDINALES
<ul style="list-style-type: none"> Express personal information, professional skills and expertise. Explain one's experience in the past tense. Tell one's goals in the future tense. Distinguish general vocabulary related to a job interview. 	<ul style="list-style-type: none"> Fill out employment application forms. Outline a résumé according to pre-established. Construct a résumé with acceptable résumé formats. Respond to questions related to professional skills and expertise. Answer questions related to professional goals. 	<ul style="list-style-type: none"> Work collaboratively with peers, in groups, or pair assignments. Demonstrate tolerance towards cultural differences between our country and English speaking countries.
INDICADORES DE DESEMPEÑO PARA LOGRAR LAS UNIDADES DE COMPETENCIA		EVIDENCIAS DE APRENDIZAJE SUGERIDAS
<ul style="list-style-type: none"> Respond to job interview questions in the appropriate tense. Fill out the employment application form in a professional way. Write a résumé according to the formats given. Produce writing in different tenses in a correct way. 		<ul style="list-style-type: none"> Oral interview simulating a job interview. A Professional Résumé (in written form). Employment application forms filled out. Application Letter.