

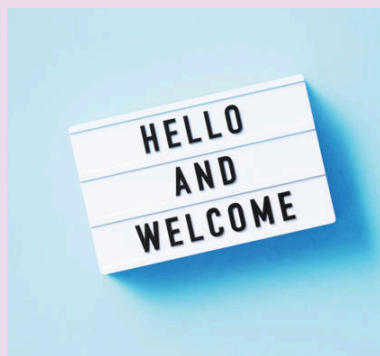


FORMATION LANGUES

Hotel Receptionists

Afpa - Tours

2025 - 2026



Level Tests

- Oral Presentations - Introducing Oneself
- 100 Question Test - English Grammar Skills

Overview of Basic English

- English Alphabet
- Numbers and Figures
- Calculating
- Dates and Time



Professional English

- Hotel Receptionist Jobs
- Hotel Staff, Departments...
- Hotels and Business Types
- Hotel Rating Systems and Room Types
- Hotel Guests and Types of Tourists
- Enquiries and Reservations
- Advanced Bookings
- Check-in Procedures
- Hotel Services
- Food Service
- Guests Queries
- Claims
- Tourist Information
- Tours and Excursions
- Check-out and Payment

Theory Lectures
Written Exercises
Listening Activities
Role-Play
Hospitality Vocabulary
& Expressions
Conversation Workshops
Grammar Workshops
Press Reviews
Professional Presentations

