



# Business English Series - English for Food & Beverage Industry

## This one-day workshop is designed to:

- ✓ help participants learn to greet guests politely
- ✓ help participants learn to answer common questions
- ✓ help participants to answer complaints
- ✓ help participants to recommend food and drink
- ✓ help staff to give an excellent service to guests
- ✓ **empower participants with boosted confidence!**


## Teaching Methodology

- ✓ Role-play
- ✓ Discussion
- ✓ Mini-presentation
- ✓ **1:1 consultation time**



**Participants will be challenged constantly to be proactive, assertive, creative and engaged!**

## COURSE CONTENT

		Topic and Sequence	Participants will:
1	30 mins	What is the best way to greet guests?	<ul style="list-style-type: none"> <li>• talk about their experiences</li> <li>• discuss how to make small talk</li> <li>• share areas to improve</li> </ul>
2	30 mins	How can I deal with complaints in a polite way?	<ul style="list-style-type: none"> <li>• talk about common complaints</li> <li>• discuss a 4-step reply method</li> <li>• share useful phrases</li> </ul>
3	30 mins	How do I recommend and upsell to guests?	<ul style="list-style-type: none"> <li>• talk about the top 10 tips</li> <li>• discuss appropriate language</li> <li>• share 3 effective techniques</li> </ul>
4	60 mins	How do I describe food on the menu?	<ul style="list-style-type: none"> <li>• talk about fish/meat/poultry</li> <li>• discuss soups and salads</li> <li>• share common restaurant desserts</li> </ul>
5	30 mins	How do I describe drinks on the menu?	<ul style="list-style-type: none"> <li>• talk about beer, wine and spirits</li> <li>• discuss types of coffee and tea</li> <li>• share pronunciation issues</li> </ul>
6	30 mins	What is the best way to answer common questions?	<ul style="list-style-type: none"> <li>• talk about their restaurant/opening hours/dress code/reservations</li> <li>• discuss bill payment issues</li> <li>• share telephoning tips</li> </ul>
7	60 mins	How do I tell guests about promotions and events?	<ul style="list-style-type: none"> <li>• talk about new menu items</li> <li>• discuss persuasive language</li> <li>• share ideas about seasonal promotions</li> </ul>
8	60 mins	Can I do some role-plays?	<ul style="list-style-type: none"> <li>• talk about best practice language</li> <li>• discuss body language and gestures</li> <li>• share 4 role-plays</li> </ul>
9	60 mins	What is "Hong Kong English"?	<ul style="list-style-type: none"> <li>• talk about old expressions</li> <li>• discuss modern English</li> <li>• share 7 common incorrect examples</li> </ul>

\*Approx. 6.5 hours of training, excluding lunch and tea-breaks.

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**Date & Time:** 27<sup>th</sup> March 2017 (Monday) 9:30a.m. - 5:30p.m.  
**Fee/Discount:** HK \$1,400 / **HK 1,150\*** (*Enjoy early bird discount if register before 6 March 2017*)  
**Venue:** 19/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong  
**Language:** English with English handouts  
**Speaker:** **Mr. MATTHEW PAINE, M.Ed (TESOL) - ENGLISH TEACHING PROFESSIONAL**

Matthew is a corporate Business English trainer based in Hong Kong. He develops, facilitates and leads customized in-house corporate communication English programs for MNCs .

- Earned **Masters Degree in TESOL** (Teaching English as a Second Language) at **Merit Level** from Oxford Brookes University, England in December 2010
- **21 years' experience** in the ESL teaching profession.
- Experience in **F&B, Rooms, Spa and Front Desk staff trainings** at *The Peninsula Hotel, The Langham Hotel, Disney Hotels and Hyatt Hotels*

## About the Trainer

Matthew creates fast-paced training; the only constant is changing perspectives. He has a very distinct training style; open, supportive and performance based. He encourages participants to be flexible and innovative and to take risks. He also creates a positive, proactive learning space which boosts participants' confidence and performance.

Please make cheque payable to "Hong Kong Quality Assurance Agency" and send it together with this form to:  
 Hong Kong Quality Assurance Agency, 19/F., K. Wah Centre, 191 Java Road, North Point, Hong Kong.

Fax No: 2202 9198 / Email: [anson.wong@hkqaa.org](mailto:anson.wong@hkqaa.org)

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