

communicate

Workplace English for the Hospitality Industry



Specifically designed with the hospitality industry in mind, the Workplace English for the Hospitality Industry program:

- Is designed to be implemented and led by *non-Spanish-speaking* trainers or managers.
- Can be completed in about three months with two forty-five minute sessions per week.
- Helps your Spanish-speaking employees reach their true personal and professional potential.
- Enhances performance within your operation.
- In addition to Workplace English, teaches English with a focus on life skills to help employees in their daily lives.
- Focuses on everyday English and takes the emphasis off of grammar.
- Allows learners to use their newly acquired English skills immediately.

Maximize the potential of your employees, improve customer service, decrease costly communication errors and improve recruiting and retention.

Workplace English for the Hospitality Industry covers these vital areas:

- | | |
|-------------------------------|------------------|
| ■ Introductions and Greetings | ■ Numbers |
| ■ Scheduling | ■ Hygiene |
| ■ Safety | ■ In the Kitchen |
| ■ Food | ■ Cleaning |
| ■ Customer Service | |

The Tools

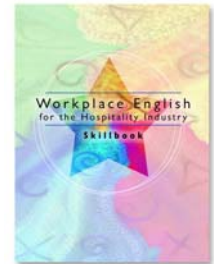


Facilitator's Guide (one per kit)

Detailed, step-by-step instructions for implementing the program and leading training sessions. Easy to use and designed for use by non-Spanish-speaking trainers and managers.

Learner Skillbooks (5 per kit)

These skillbooks are designed for employees with limited English proficiency to learn the basic English language skills they need to become more successful, productive and content employees.



Instructional CD set (one two-CD set per kit)

This bilingual audio CD set provides the English and Spanish dialogue and vocabulary that learners will need to complete the course, eliminating the need for a bilingual trainer.

Flash Card Packet (one set of 83 cards per kit)

Using word and image association, these fun visual aids help to stimulate the learning process and are an integral part of the training program.



Quick Reference Poster (one per kit)

These oversized posters of common terms are a great reference tool and feature hundreds of terms in both Spanish and English.

Each Workplace English for the Hospitality Industry kit ... includes the above materials (including skillbooks for five learners) and is available for only \$219.00 per kit, plus shipping.

Additional skillbooks are \$19.95 each.

(Volume discounts are available for orders exceeding 100 kits. Please call for more information.)



Let Pencom International customize the Workplace English for the Hospitality Industry program for your operation:



“We contacted Workplace Languages about creating a custom Workplace English program for Taco Bell’s frontline employees. **We’ve been very pleased with the results** achieved during the two initial test phases conducted with over two hundred of our restaurants.”

Connie Colao, Chief People Officer, Taco Bell Corp.