

BWANS[®]



24
HOURS

B1+

GROUP
+
PRIVATE

HOTEL INDUSTRY

Vocational English Course

INTRODUCTIONS

Talking about name, jobs and nationalities

THE CHECK-IN

Replying to requests for rooms and welcoming the guests

THE HOTEL BEDROOM

Describing standard and luxury hotel room

BATHROOM AND PORTER

Describing a bathroom, showing a guest the room

SERVICES IN THE HOTEL

Facilities in the hotel, opening and closing times

LOCATION OF FACILITIES

Giving directions to facilities in and near the hotel

ROOM SERVICES

Understanding and checking room service, explaining, apologising

PROBLEMS AND SOLUTIONS

Dealing with guest problems, offering solutions, explaining how things work

TAKING BAR ORDERS

Offering, describing what is available, dealing with payment

IN THE RESTAURANT

Welcoming guests, taking orders for the starter, main course, and drinks

IN THE RESTAURANT 1

Welcoming guests, taking orders for the starter, main course, and drinks

IN THE RESTAURANT 2

Dealing with orders for desserts and coffee, payments

PLACES TO VISIT

Suggestion and describing places to visit

ENQUIRIES

Understanding and replying to written requests about room prices and conference facilities

USING THE PHONE

Dealing with room bookings and messages by phone

THE CHECK-OUT

Dealing with payment, queries on the bill, and saying goodbye

STRENGTHEN YOUR COMPANY!

Enhance your employees' English communication skills with our corporate training programs. Don't miss out on global opportunities.

INCREASE YOUR EMPLOYEES' EFFICIENCY

Save time and money by reducing communication errors in business processes.

MAXIMIZE YOUR COMPETITIVE EDGE

Stay one step ahead in the competition by reaching new markets and new customers.

INCREASE CUSTOMER SATISFACTION

Strengthen relationships with international customers to boost sales and profitability.

VARIOUS TRAINING OPTIONS

Let's determine the best type of training to suit your needs together.



PRIVATE LESSONS

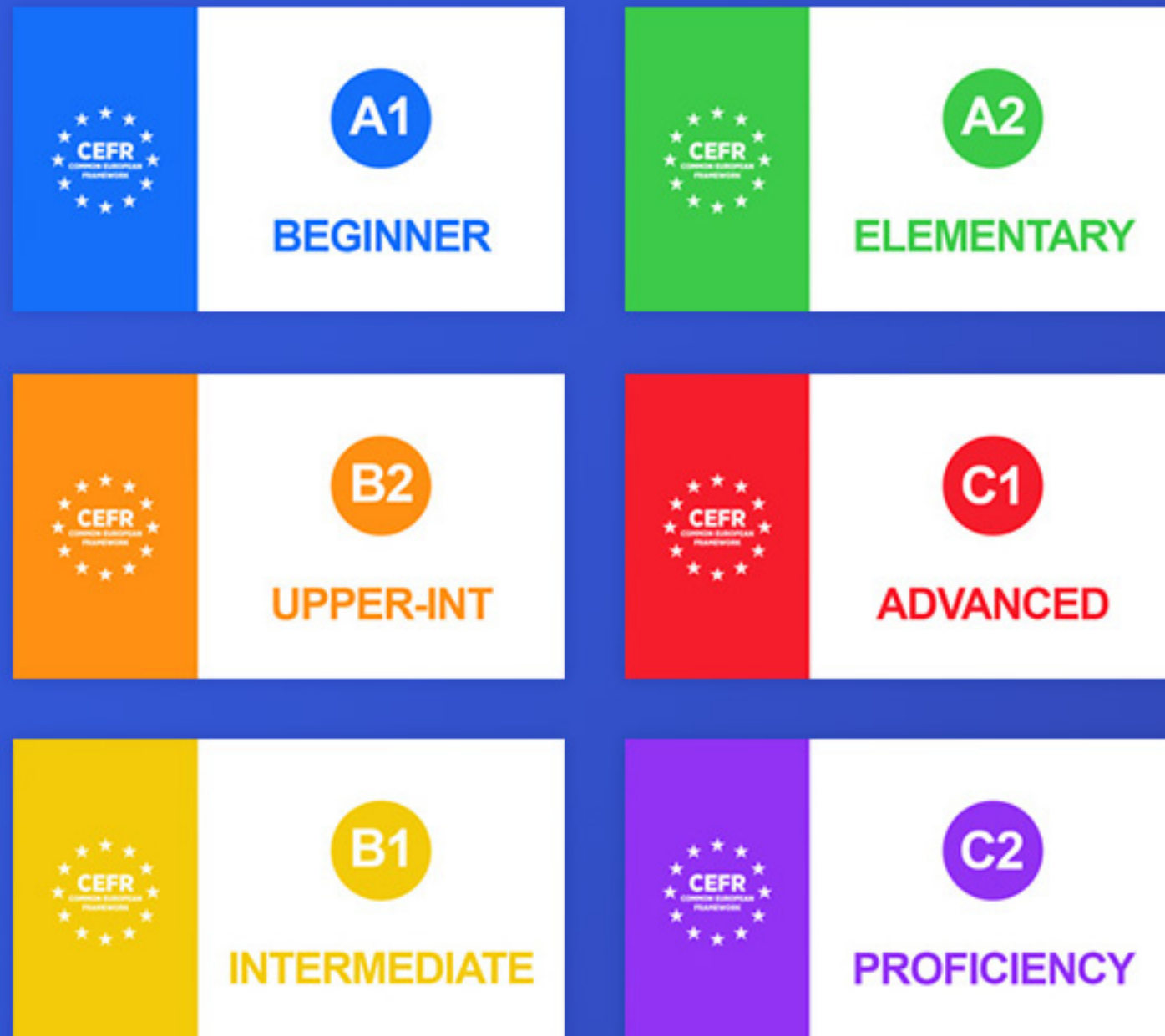


GROUP CLASSES







WORKSHOPS

TRAINING FOR ALL LEVELS



By joining our General English courses, you can quickly improve your English grammar, vocabulary, reading, comprehension, and speaking skills from beginner to advanced levels, and start expressing yourself with more confidence.

-  **Practical-focused training**
-  **Fast and lasting learning**
-  **Fun and interactive lessons**
-  **Best price guarantee**

15 YEARS OF EXPERIENCE

In 2009, we launched with the brands Speak English® and Business English®. Throughout this journey, we have supported many company executives and staff in learning English and increasing their global market share.

In 2023, we began offering our training through our new online platform under the BWANS® brand. Our live online courses are now accessible 24/7 from anywhere in the world.



www.speakenglish.com.tr
















www.businessenglish.com.tr



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 Alcatel-Lucent	 BILFINGER	 Domino's Pizza	 HEWLETT® PACKARD	LIEBHERR
 Logitech.	 MEKSA YATIRIM	 Mercedes-Benz	nielsen	 RENAULT
 Shell	 ŞİŞECAM	TORUNLAR  GYO	 unicef	 WÄRTSILÄ

We look forward to welcoming you among our satisfied customers soon.



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