



<b>Course Category</b>	English
<b>Course Title</b>	Hospitality English 2
<b>Course Code</b>	E092
<b>Medium of Instruction</b>	English (Supplemented by Chinese)
<b>Duration</b>	30.0 hour(s)
<b>Course Fee</b>	Macao Resident: MOP1,500 Non-Macao Resident: MOP1,950
<b>Certificate</b>	Students who have obtained an overall passing grade of the course and met the attendance requirement will be issued a course certificate by UTM. The passing grade of the course is 50.
<b>Objective</b>	The course aims to further the use of English language for frontline hospitality employees and improve their communication skills. Upon completion of the course, students are expected to use English to: <ul style="list-style-type: none"><li>• ask guests' personal information</li><li>• handle luggage</li><li>• introduce room facilities and amenities to guests</li><li>• handle reservations and payment</li></ul>
<b>Outline</b>	<ul style="list-style-type: none"><li>• Hotel Facilities and Services</li><li>• Getting Personal Information</li><li>• Handling Luggage</li><li>• In-Room Facilities and Amenities</li><li>• Making Reservations</li><li>• Handling Payment</li></ul>