

ENGLISH

FOR THE HOTEL AND TOURISM INDUSTRY

Compiled by
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(Names of persons and places stated in the text are entirely fictional and have no connection to reality.)

INTRODUCTION

This book on conversational English is to introduce people to the usual greetings, questions, replies, sentences and vocabulary required to communicate in English at the basic level. I recommend this book to all the students of Tourism and Hotel Management specially those who are studying for their Professional Advance Diploma at the University of Applied Science and Technology (UAST). The content of the book has been prepared for the above mentioned course in accordance with the syllabus recommended for a one-credit-course by the Ministry of Science, Research and Technology.

The ability to communicate with tourists is the main purpose of this course. Therefore, for the most part, the information is given in form of dialogues and conversations between characters. Furthermore, the dialogues, either created, or recorded, for the body of the book have been chosen after careful scrutiny to reflect realistic and genuine communication in everyday situations.

The body of the text and the layout of this book is a combination of three chapters which focus on different areas of the hospitality industry such as booking rooms, food, recruitment and training of hotel personnel, bill settlement and other financial matters. Parts of the book deal with Iranian food in order to make the course more attractive for the students. The 'Case Study' section provides students with the opportunity to conduct their field activity to enhance their learning.

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