

Communicative English for the Tourism Industry

Press **START** to Begin Your Career Journey!



Instructor Profile

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Player Class

Vocational Certificate
(Hotel & Tourism)

Select Level

Level 1:
Hello Thailand
(Arrival & Welcome)



Level 2:
Tell me Please
(Listening to Inquiries)



Level 3:
Tell me more about it
(Providing Details)



Level 4:
Tummy! So delicious
(Dining out)



Level 5:
Let's go shopping
(Transactions)



Level 7:
Look at this trip!
(Tour Guiding)



Level 6:
Enjoy your holiday
(Accommodations)



Level 8:
Why don't you...?
(Problem Solving)



Level 1: Hello Thailand

The Courteous Approach (Hospitality First):

Creating an inviting and comfortable environment from the first second.

Welcome to [Destination/Hotel]!
We're delighted to have you here.

Good [morning/afternoon/evening]!
How may I assist you today?

It's a pleasure to meet you.
How can I make your stay more enjoyable?



Level 2: Tell me Please

Decoding Inquiries
(The Prompt Approach)



If the tourist
asks about...

You respond
with...

Schedules:
What time does the
train/boat arrive?

→ Provide the exact
departure/arrival
time.

Prices:
How much is a
round-trip ticket?

→ Provide the rate
(A round-trip
ticket costs...)

Directions:
Where can I find
local attractions?

→ Can I provide you
with a map and
some brochures?

Level 3: Tell me more about it

Details Funnel



Top
(General)

Here is some information about...

Middle
(Options)

Would you like recommendations for dining options nearby?

Bottom
(Specifics)

Would you like some extra details about...?

Level 4: Tummy! So delicious



Level 5: Let's go shopping

Transaction Mastery



Selection & Sizing

What color would you like?

Let me find your size.

Price & Payment

How much is it, again?

It's [Price]. How would you like to pay?

Your credit card number and expiration date, please.

Level 6: Enjoy your holiday

Guest Satisfaction & Amenities



Amenities Map



Front Desk / Reception

Check-in, Check-out, Inquiries.

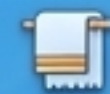
"Your room is on the Xth floor, and the key is ready."



Concierge Services

Arranging transportation, making reservations.

"Certainly, we can arrange a taxi for you. When would you like to depart?"



Housekeeping

"If you need extra towels or any amenities, please don't hesitate to let us know."



Level 7: Look at this trip!

Presenting the Itinerary:
Consider our guided tour package to explore the best of the city hassle-free.



1. Storytelling

Sharing local history and culture with enthusiasm.

2. Active Listening

Engaging with the visitors' interests.

3. Clear Articulation

Overcoming the language barrier.

Level 8: Why don't you..?

The Sympathetic Approach (Handling Issues)

1. Express Regret:

I apologize for any inconvenience you've experienced. Let me resolve that for you.

2. Take Action:

Let me take care of it. /
This won't happen again!

Grammar Power-Up: The Second Conditional

Use for polite requests without sounding too direct:

If you wouldn't mind, could you please...?

If you wouldn't mind, could you please...?

If it were sunny, you could enjoy the beach.

BASIC LEVEL

**THE PROFESSIONAL UPGRADE:
CHOOSE YOUR WORDS CAREFULLY**

**PROFESSIONAL
LEVEL**

What do you want?

"I don't know."

You have a problem?

"Fill out this form."



How may I assist you today?

Let me find out for you.

I am sorry to hear that.
Let me take care of it.

If you wouldn't mind, could
you please fill out this form?

LEVEL COMPLETE!

Your Real-World Mission

Research shows Speaking Skills are the #1 barrier in Thai tourism. By mastering these 8 levels, you are ready to:



1. Understand Customer Needs

2. Increase Professional Income

3. Promote Thai Tourism to the World

Safe travels, and we look forward to seeing your success in the hospitality industry!