

Conversation Groups: English for Tourist Professionals

Every year more and more foreign tourists come to Picardie. Many of them speak some French, but it is always useful for a tourist professional like you to have at least a basic operational level of English. It makes your life easier, but also increases the quality of your services and the attraction of Picardie as a tourist destination.



If you are a tourist professional in Picardie and work in a hotel or B&B, run a gîte, work as a tourist guide or at a tourist information office, a museum, theme park or souvenir shop, you can learn English in a 6-week programme. The training fee of 255 € per person is entirely financed by the Comité Régional du Tourisme.

We do not offer classes for real beginners, but if you understand the information on this page, this course is for you.

In 6 sessions of 3 hours , you will learn to

- welcome visitors and make them feel at home
- give information about prices, opening hours, services or tourist attractions
- indicate the itinerary
- take reservations and confirm by e-mail
- communicate by telephone
- organise and do a guided tour
- solve problems tourists may have
- promote your site in English

In groups of 8 to 12 learners, everybody plays their own roles and simulates professional situations. The trainer helps them with useful vocabulary, mistake corrections, some grammar and a lot of confidence building. The group also organises a real guided tour in English for the final session.

We offer the course for two different levels of English:

- *Elementary level*: You have learned some English before, but find it difficult to speak. You understand the information on this page, but you need more vocabulary and expressions for your job.

- *Intermediate level*: You easily understand the information on this page, but you feel that your active English is not very fluent. You want to learn more vocabulary and set phrases to look after your visitors in a professional way.

A short test in English will help us to evaluate your level and recommend the right group for you. If you have any questions regarding the courses, contact your CDT or our institute, the Gibson Language Team at 03.22.32.40.79, or by e-mail at bernd@gibsonlanguageteam.com. We look forward to seeing you all in one of the Conversation Groups.