

FLYING TEACHERS

**English Language Skills Test
for the Hotel, Catering and
Tourism Industries**



Flying Teaching® at your workplace, at
our training centre or wherever you wish.



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UNIVERSITY of CAMBRIDGE
ESOL Examinations
Authorised Centre for Teaching Awards



ICC EUROLTA
International Language Network



CHAMBRE DE COMMERCE ET D'INDUSTRIE DE PARIS



SWISS FEDERATION OF PRIVATE SCHOOLS





Flying Teachers

- Flying Teachers “fly” to you. We teach individuals and groups at home, at work, en route, in our school rooms in Zurich and Berne, or wherever our clients wish to be taught.
- Flying Teachers offer tailored language tuition, supporting tuition for schoolchildren, as well as formal education and further training for teachers.
- Flying Teachers are experts in planning and carrying out company training programmes.
- Flying Teachers prepare for each client a solution based on the best match principle.
- Flying Teachers provide activity-based, subject-centred and integrated learning.
- Flying Teachers are dynamic. New ideas are put immediately into practice, free of red tape and tailored towards specific goals.
- Flying Teachers number over 450, each possessing a university degree and/or an internationally recognised language teaching diploma, further education in methodology and didactics, as well as experience in teaching adults.
- Flying Teachers has its own dedicated quality management department.
- Flying Teachers GmbH is eduQwa-certified (since 2002), and obtained ISO-9001 certification in 2008. Further certifications and quality labels include: CELTA, SVEB-Further Education Centre, EUROLTA, TELC-Examination Centre, Centre CCIP, LCCI, TOEFL-IBT Center, English Language Skills Test for the Hotel, Catering and Tourism Industries.



English Language Skills Test for the Hotel, Catering and Tourism Industries

The *English Language Skills Test for the Hotel, Catering and Tourism Industries* is an accredited exam aimed at students or professionals who wish to obtain a business-related English qualification. The award shows present or future employers what these students and professionals can do when using English in a variety of work-related situations. The content of the exam reflects everyday work and the tasks are closely related to the tourism industry.

Proving your business abilities in your professional sector can open doors to career opportunities or enable you to get ahead in your present job. Such a professional qualification will make you an asset to any organization in Switzerland or abroad.

The exam is available at four levels – A2, B1, B2 and C1.

An exam that highlights what you can do

Business organizations are requiring more and more evidence of employees' abilities to use English in their workplace. In order to enhance your CV, it is important to rely on externally recognized qualifications which clearly state what you can do.



The content of the exams

The exams are divided in two parts: Speaking and Professional Writing

<i>Paper</i>	<i>Weight</i>	<i>What it involves</i>
Speaking	50%	Business-related tasks like telephoning, dealing with enquiries, responding to complaints ...
Writing	50%	Internal and external business correspondence commonly found in the Tourism industry (Dealing with inquiries, writing offers ...)

Registration dates

The registration deadline is six weeks before the examination date.

Exam location / exam times

The exam can be taken at your school or at Flying Teachers. You will be informed of the location and exam times one week prior to the exam.

Administration of the Exam

Flying Teachers organizes the exams, which are recognized by ICC, the International Language Association.

Cost

CHF 260.– per exam.

The examiners

The examiners are qualified and experienced English Language Teachers who have been teaching English for the Tourism Industry.



Exam registration and payment

The registration requires the completion of an application form. Upon request, Flying Teachers can post the form to your address. The form needs to be completed, signed and sent back to our office via post or fax. The confirmation of examination registration and invoice are sent out approximately six weeks before the examination date. The invoice must be settled no later than 14 days before the examination date.

Please note:

An enquiry email is not an official registration!

Important:

The registration deadline must be observed without any exceptions.

Withdrawal from the exam must be made in writing.

Up to 4 weeks before the examination, a cancellation fee of CHF 120.– will be charged. Candidates who withdraw later than that are obliged to pay for the entire exam fee. Doctor certificates will not be accepted.

Results and exam repetition

The results are sent out 6 to 8 weeks after the examination.

Successful candidates receive an ICC-Certificate. The English Language Skills Test for the Hotel, Catering and Tourism Industries is awarded to candidates who have achieved a minimum of 60% in both the writing and speaking test.

In case of Fail grade in one of the parts of the exam, the candidate has the right to retake either the speaking or the writing test within a period of one year. In that case, the candidate will only have to register and pay for the part of the exam that will be retaken. If the candidate achieves a pass grade in the exam retake, a new certificate will be issued without a reference to the fact that there was an exam retake.



A2 – English Language Skills Test for the Hotel, Catering and Tourism Industries

The award will show employers or future employers that you can use English to:

- ✓ Take and answer phone calls and check and confirm information received by phone
- ✓ Take telephone messages
- ✓ Give information about hotel facilities and costs
- ✓ Handle enquiries
- ✓ Take room reservations
- ✓ Give clients polite explanations
- ✓ Take food orders
- ✓ Write short email, messages and notes



B1 – English Language Skills Test for the Hotel, Catering and Tourism Industries

The award will show employers or future employers that you can use English to:

- ✓ Receive guests, make small talk and deal with their requests
- ✓ Provide clients with a variety of questions about hotel and restaurant location and facilities as well as local environment: events, sightseeing, etc.
- ✓ Give directions indoors/outdoors
- ✓ Take food orders in restaurants
- ✓ Explain menus, describe dishes, wines and desserts
- ✓ Deal with complaints and problems and offer help and advice
- ✓ Deal with a variety of enquiries on the phone (in-house and external calls)
- ✓ Take telephone messages (to guests)
- ✓ Write a variety of business emails and letters (letters of inquiry, letters of apology, confirmation letters...)



B2 – English Language Skills Test for the Hotel, Catering and Tourism Industries

The award will show employers or future employers that you can use English to:

- ✓ Deal with check-in problems
- ✓ Advise guests on what to do
- ✓ Explain travel options
- ✓ Deal with a variety of customer needs
- ✓ Acknowledge complaints, apologise and promise action
- ✓ Dealing with bills and payment security
- ✓ Train staff, describing health, safety and emergency procedures
- ✓ Describe change and consequences
- ✓ Chair and participate in meetings
- ✓ Make short presentations
- ✓ Ask and answer hypothetical questions
- ✓ Resolve conflict
- ✓ Participate in negotiations
- ✓ Use active listening techniques
- ✓ Write a variety of business-related texts (memos, formal letters, offers, reports and proposals)



C1 – English Language Skills Test for the Hotel, Catering and Tourism Industries

The award will show employers or future employers that you can use English to:

- ✓ negotiate and conclude plans, contracts and agreements
- ✓ act as an interpreter. Summarise lengthy arguments and handle cross-examination about what has been translated
- ✓ instruct others, including situations where complex abstract concepts are involved
- ✓ express complex points of view on most topics
- ✓ adapt to the social-cultural special linguistic features of the country/ countries
- ✓ entertain a visitor for a prolonged period without difficulty, react gracefully to awkward moment
- ✓ express a point of view convincingly and respond fluently, spontaneously and appropriately to complex counter-argument
- ✓ chair a meeting within own specialist area
- ✓ present a complex topic clearly and systematically, expressing own point of view including subordinate points and relevant details as support
- ✓ take unrestricted part in a complex interviews, either as interviewer or interviewee
- ✓ make and develop all contributions fluently and without help; can deal effectively with interruptions and objections
- ✓ write reports
- ✓ write technical descriptions
- ✓ write essays, statements, presentations for seminars and promotional texts



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