

Hospitality and Tourism English Participant Workbook

Practice pages for realistic field-specific meetings, pushback, documentation, and role-play preparation

Audience: hotel managers, front-desk teams, guest-relations staff, event coordinators, restaurant managers, tour operators, revenue managers, and destination-service professionals

Focus: A hospitality and tourism English curriculum for guest complaints, service recovery, reservations, revenue management, events, vendor coordination, cultural expectations, reviews, and operational briefings.

Designed for advanced ESL learners who already use professional English and need industry-specific terminology, realistic meetings, role-play pressure, careful pushback, and polished workplace outputs.

Teaching stance: this is language and workplace-communication training, not legal, medical, financial, safety, or regulatory advice. Instructors should connect every scenario to the learner's current company policies, local rules, and approved procedures.

How to Use This Workbook

For each module, define the terms, identify the decision pressure, write a careful response, and practice the conversation aloud. Strong answers are specific, calm, evidence-aware, and tied to owner and next step.

Module 1. Guest Arrival and Front-Desk Escalation

Situation

A guest arrives early and their room is not ready.

Stakeholder pressure: Upgrade them immediately.

Constraint: Inventory, loyalty status, housekeeping, policy, and guest emotion need balance.

Terms to use

- check-in
- room inventory
- upgrade
- service recovery

Evidence, owner, or policy boundary

Pushback sentence

Draft the arrival recovery script

Module 2. Complaint Handling and Online Reviews

Situation

A guest posts that staff were rude and the room was dirty.

Stakeholder pressure: Offer a full refund publicly.

Constraint: Investigation, privacy, brand tone, and recovery options must be considered.

Terms to use

- guest complaint
- online review
- brand voice
- compensation

Evidence, owner, or policy boundary

Pushback sentence

Draft the review response draft

Module 3. Reservations, Overbooking, and Walks

Situation

The hotel is oversold during a citywide event.

Stakeholder pressure: Tell late arrivals there is nothing available.

Constraint: Walk policy, partner hotel, transportation, compensation, and empathy are needed.

Terms to use

- overbooking
- walk
- occupancy

- rate parity

Evidence, owner, or policy boundary

Pushback sentence

Draft the overbooking response

Module 4. Revenue Management and Pricing

Situation

A corporate client questions a rate increase.

Stakeholder pressure: Say demand is high.

Constraint: Demand, compression nights, contract terms, and value need careful explanation.

Terms to use

- ADR
- RevPAR
- yield management
- compression night

Evidence, owner, or policy boundary

Pushback sentence

Module 6. Events, Banquets, and Run of Show

Situation

A client changes seating and AV needs on event day.

Stakeholder pressure: Say yes to every change.

Constraint: Contract, staffing, setup time, safety, and vendor capacity need review.

Terms to use

- BEO
- run of show
- attrition
- AV requirement

Evidence, owner, or policy boundary

Pushback sentence

Draft the event change response

Module 7. Tour Operations and Traveler Safety

Situation

Weather disrupts a tour itinerary.

Stakeholder pressure: Keep the original plan to avoid complaints.

Constraint: Safety, local rules, refunds, timing, and guest expectations must be managed.

Terms to use

- itinerary
- force majeure

- waiver
- local operator

Evidence, owner, or policy boundary

Pushback sentence

Draft the itinerary-change announcement

Module 8. Cultural Expectations and Service Style

Situation

International guests complain that service feels cold.

Stakeholder pressure: Tell staff to be friendlier.

Constraint: Expectations, language, nonverbal cues, and service standards need coaching.

Terms to use

- service standard
- cultural expectation
- guest profile
- recovery gesture

Evidence, owner, or policy boundary

Pushback sentence

Draft the cross-cultural service briefing

Capstone Simulation

Lead a cross-functional meeting in hospitality and tourism. Choose four modules from this workbook, connect the risks, and prepare a five-minute update with decision, evidence, constraint, owner, and next step.
