

PROFESSIONAL TRAINING

FRONT OFFICE

Basic French Course

Public: Receptionists, clerks, concierges...

Required level in French: None – Complete beginners

Course duration: 40 hours

Total duration: 10 weeks

6 weeks: 25/05/2020 – 04/07/2020

Summer recess: 05/07/2020 – 13/09/2020

4 weeks: 14/09/2020 – 10/10/2020

Weekly hours: 4 hours (2 x 1.5 hours in groups + 1 hour in autonomy)

Schedule: Tuesdays & Thursdays 2pm – 3.30pm

Objectives of the course:

- To acquire the skills necessary to greet clients personally, over the phone or during work in a hotel, an information desk or a booking office.
- To carry out daily tasks professionally at the reception desk, in the hotel, in a booking office or an information desk.
- To make reservations over the phone, give advice, guide and inform clients.
- To simulate a conversation between a receptionist, clerk, concierge, etc. and a client.

Course Content:

- **Greeting and taking leave of the clients personally, over the phone or during work.**
 - Greeting and taking leave of the clients in formal French saying 'Bonjour/Bonsoir Monsieur/Madame/Mademoiselle' and 'Au revoir' using the polite form 'Vous' together with 'S'il vous plait' when requiring an answer or an information.
 - The use of the present tense of Verbs such as 's'appeler', 'avoir', 'arriver', 'rester', 'partir' and expressions such as 'Votre nom s'il vous plait?' 'Merci'.
- **To carry out daily tasks professionally at the reception desk, in the hotel, in a booking office or at an information desk.**
 - Answering the phone using the name of the establishment Travel Agency, etc. ex. 'Hôtel Maritime, bonjour!'
 - The present tense of Verbs such as 'répondre', 'téléphoner', 'accueillir'.
 - The rooms, the numbers, the cardinal numbers, the time, place of meals, amenities and activities in a hotel.
- **To make reservations over the phone, give advice, guide and inform clients in a hotel, at a booking office or at an information desk.**
 - Verbs such as 'faire une réservation', the different kind of bookings : 'avec petit déjeuner, en demi-pension, en pension complète', 'prendre' + les transports en commun, un taxi, l'autobus, le ferry', 'prendre l'ascenseur et les escaliers', 'monter', 'descendre', the directions : à gauche, à droite, au premier étage, etc.
- **To simulate a conversation between a receptionist/ clerk' concierge, etc. and a client.**
 - Hold a conversation with a client using the skills acquired.