



Alliance Française  
*Malte-Méditerranée*

# Tourism Industry

E-Learning Training Scheme  
French Courses

May – October 2020

Application closing date  
16<sup>th</sup> May 2020

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**Malta**  
Tourism Authority



MINISTRY FOR TOURISM  
AND CONSUMER PROTECTION



Alliance Française  
*Malte - Méditerranée*

## Presentation

The Alliance Française de Malte-Méditerranée forms part of a network of over 830 Alliances Françaises spread across more than 130 countries in the world. The main objective of the Alliance Française is to promote the French language and disseminate French culture through various courses and activities. With the support of the French Ministry of Foreign Affairs, the Foundation Alliance Française and the Embassy of France in Malta, over the years the Alliance Française has established itself as the linguistic and cultural reference for the francophone world in Malta.

In its sixth decade of existence, the Alliance Française de Malte-Méditerranée finds its roots in 1946, when the Cercle Amis de la Culture Française was formed at the University of Malta, eventually joining the nascent Alliance Française at its foundation in 1959. In its first years the Alliance was in Sliema before moving to Capucin Street in Floriana and later to St Thomas Street, always in Floriana. Since January 2018, the Alliance is now located in Marsa.



## Professional courses

The MTA, in collaboration with the Ministry for Tourism and Consumer Protection (MTCP), is launching a wide-reaching e-learning training scheme for the tourism industry. The MTA will pay for the training courses offered by this Scheme, and will be free of charge to the applicants. The Alliance Française de Malte-Méditerranée is ready to provide online training courses that will address a wide range of skills required in the tourism industry.

Terms and Conditions unlisted on the Application Forms.

*Our courses are based on the Common European Framework of Reference for Language (CEFR) which establishes 6 different levels for language. This level scale, created in 2001 after more than 20 years of studies, is now a reference to define the skills expected for each language level.*

*In order to help participants, apply for the course that best suits their level in the French language, [we are providing you with the CEFR guideline from level A1.1 to B1.2.](#)*

## Courses offered

COURSES	Prerequisite level	Course duration	Schedule	Number of participants
<b>FRENCH INTENSIVE COURSE</b>	Complete Beginners <a href="#">(see more details)</a>	5 weeks: 30hrs (6hrs/week)	Monday to Saturday 08:30 – 09:30	16
<b>FRENCH CONVERSATION</b>	A2 <a href="#">(see more details)</a>	10 weeks: 30hrs (2x1.5hrs/week)	Mondays 18:30– 20:00 & Wednesdays 18:30 – 20:00	16
<b>TOUR GUIDING</b>	A2+ <a href="#">(see more details)</a>	10 weeks: 40hrs (4hrs/week: 2 x 1.5 hours in groups + 1 hour in autonomy)	Mondays & Fridays 14:00-15:30	12
<b>MANAGEMENT</b>	A1.1 <a href="#">(see more details)</a>	10 weeks: 40hrs (4hrs/week: 2 + 1 hours in groups + 1 hour in autonomy)	Mondays 12:00 – 13:00 & Thursdays 09:30 – 11:30	24
	A2 <a href="#">(see more details)</a>	10 weeks: 40hrs (4hrs/week: 2 + 1 hours in groups + 1 hour in autonomy)	Mondays 15:30 – 17:30 & Thursdays 15:30 – 16:30	24
	B1 <a href="#">(see more details)</a>	10 weeks: 40hrs (4hrs/week: 2 + 1 hours in groups + 1 hour in autonomy)	Tuesdays 15:30 – 17:30 & Fridays 16:30 – 17:30	24
<b>FRONT OFFICE</b>	Complete Beginners <a href="#">(see more details)</a>	10 weeks: 40hrs (4hrs/week: 2 x 1.5 hours in groups + 1 hour in autonomy)	Tuesdays & Thursdays 14:00 – 15:30	24
	A1 <a href="#">(see more details)</a>	10 weeks: 40hrs (4hrs/week: 2 + 1 hours in groups + 1 hour in autonomy)	Mondays 09:30 – 11:30 & Thursdays 12:00 – 13:00	24
<b>RESTAURATION</b>	A1.1 <a href="#">(see more details)</a>	10 weeks: 40hrs (4hrs/week: 2 + 1 hours in groups + 1 hour in autonomy)	Tuesdays 10:00 – 12:00 & Fridays 15:00– 16:00	24
	A1 <a href="#">(see more details)</a>	10 weeks: 40hrs (4hrs/week: 2 + 1 hours in groups + 1 hour in autonomy)	Tuesdays 14:00– 15:00 & Fridays 10:00 – 12:00	24

# INTENSIVE COURSE

Beginners

**Public:** Everyone

**Required level in French:** None

**Course duration:** 30 hours (5 weeks)

**Weekly hours:** 6 hours

**Schedule:** Monday to Saturday 08:30 – 09:30

**SESSION 1 – Starting:** 25/05/2020 - **Ending:** 27/06/2020

**SESSION 2 – Starting:** 29/06/2020 - **Ending:** 01/08/2020

**SESSION 3 – Starting:** 31/08/2020 - **Ending:** 02/10/2020

**Objectives of the course:**

- Discover French
- Introduce and present yourself
- Situate in space
- Situate in time

**Course Content:**

- **Unit 1: Discover French**
  - o Recognize French among other languages.
  - o Know to spell and to count.
- **Unit 2: Present yourself**
  - o Salute and take leave (taking into account polite codes).
  - o Say your name, age, nationality and ask another person for the same information.
  - o Ask and answer questions about identity, profession, etc.
- **Unit 3: Situating in space**
  - o Describe a place very simply.
  - o Give the position of one element in relation to another.
  - o Indicate direction.
- **Unit 4: Situating in time**
  - o Express and understand a date and time.
  - o Give temporal indications (past, present, future).
  - o Schedule an appointment or propose another date.

# CONVERSATION

## Reinforcement French Course

**Public:** Everyone

**Required level in French:** A2

**Course duration:** 30 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:** 3 hours

**Schedule:** Mondays 18:30– 20:00 & Wednesdays 18:30 – 20:00

### Objectives of the course:

- Reinforce learners' communicative skills: production, interaction and mediation skills using a vast array of topics.
- Develop learners' intercultural skills.

# TOUR GUIDING

## Reinforcement Course

**Public:** Tour Guides

**Required level in French:** A2+

**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:** Mondays & Fridays 2pm – 3.30pm

### Objectives of the course:

- To be able to give general information about the Island of Malta: economy, religion, government, population, feasts, restaurants...
- To be able to prepare a guided tour in French.
- To be able to describe a monument/town: its history, its architecture.
- To be able to answer general questions asked by tourists.
- Simulate a guided tour.

### Course Content:

- **To be able to give general information about the Island of Malta: economy, religion, government, population, feasts, restaurants, etc.**
  - The vocabulary concerning the above topics.
  - Speak French correctly using the Present tense.
- **To be able to prepare a guided tour**
  - Use correctly the Past Tenses: The Passé Composé and the Imparfait.
  - Use the expressions of time, the directions: à droite, à gauche, the Passive Voice and Reported speech correctly.
  - The vocabulary used when describing historical events.
- **To be able to describe a monument/town: its history, its architecture.**
  - The vocabulary used to describe a town or a monument.
  - The use of the relative pronouns: **dont, où**
- **To be able to answer general questions asked by tourists**
  - Answer questions asked by tourists starting with interrogative words such as **où, quand, pourquoi?**
- **Simulate a guided tour**
  - The skills acquired are used to simulate a guided tour using correct French?

## PROFESSIONAL TRAINING

# MANAGEMENT

## Reinforcement French Course

**Public:** Directors, Managers, Head of Departments, Secretaries

**Required level in French:** A1.1

**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 (3 hours in groups + 1 hour in autonomy)

**Schedule:** Mondays 12:00 – 13:00 & Thursdays 09:30 – 11:30

### Objectives of the course:

- Start a conversation respecting the rules and codes of politeness
- Be able to communicate online
- Manage a team
- Be able to solve problems
- Make projects

### Course Content:

- **Start a conversation**
  - Introduce yourself and introduce someone else
  - Greet and respond to greetings
- **Communicate online**
  - Have a simple phone call
  - Write a simple email
  - Leave a simple message on an answering machine
- **Manage a team**
  - Talk about daily activities
  - Give work instructions and ask for explanations
  - Approve / disapprove
- **Solve a problem**
  - Discuss on a problem
  - Briefly relate an event
  - Write a simple complaint letter
- **Make projects**
  - Participate in simple actions / discussions about the working environment
  - Understand and write simple notes for professional needs
  - Make a point and a plan on actual and futures actions

**Possible Certification upon completion of the course:** DELF Pro A1



## PROFESSIONAL TRAINING

# MANAGEMENT

## Intermediate French Course

**Public:** Directors, Managers, Head of Departments, Secretaries

**Required level in French:** A2

**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 (3 hours in groups + 1 hour in autonomy)

**Schedule:** Mondays 15:30 – 17:30 & Thursdays 15:30 – 16:30

### Objectives of the course:

- Greeting customers and give information.
- Promoting a service
- Managing the seasonal team
- Corresponding with French speaker partners

### Course Content:

- **Unit 1: Greeting customers and give information.**
  - Master the rules for the use of reception in formal situations (verbal and non-verbal), check or make a reservation.
  - Answer the phone, transmit the call or take a message.
  - Write a simple response email for the attention of a client.
- **Unit 2: Promoting a service**
  - Describe a product or service.
  - Ask a client about their preferences and expectations and rephrase to confirm the understanding.
  - Advise a client on a product or service.
- **Unit 3: Managing the seasonal team**
  - Organize seasonal work and assign tasks.
  - Schedule a team meeting and lead a team meeting.
  - Manage conflict situations within the team.
- **Unit 4: Corresponding with French speaker partners**
  - Understanding an invoice and ask for more information.
  - Write an administrative letter.
  - Make a commercial offer.

**Possible Certification upon completion of the course:** DELF Pro A2



## PROFESSIONAL TRAINING

# MANAGEMENT

## Advanced French Course

**Public:** Directors, Managers, Head of Departments, Secretaries

**Required level in French:** B1

**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 (3 hours in groups + 1 hour in autonomy)

**Schedule:** Tuesdays 15:30 – 17:30 & Fridays 16:30 – 17:30

### Objectives of the course:

- Developing your client portfolio
- Providing a commercial offer
- Managing supplier or partner disputes
- Managing the worker

### Course content:

- **Unit 1: Developing your client portfolio**
  - Prospect the French-speaker market.
  - Respond to a request from a business partner.
  - Question a partner on the details and reformulate.
- **Unit 2: Providing a commercial offer**
  - Describe in detail the qualities and advantages of a service or product.
  - Compare offers, products and services.
  - Evaluate the satisfaction of a client or a partner.
- **Unit 3: Managing supplier or partner disputes**
  - Understand and rephrase to confirm a problem or a dispute to inform the service concerned.
  - Recall facts and / or a past agreement.
  - Propose a solution / Grant a commercial discount.
- **Unit 4: Managing the worker**
  - Explain the documentation (attendance, registration, sanitary sheet)
  - Provide and explain the rule of procedures
  - Write a memo

**Possible Certification upon completion of the course:** DELF Pro B1

## 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.

## PROFESSIONAL TRAINING

# FRONT OFFICE

## Reinforcement French Course

**Public:** Receptionists, clerks, concierges...

**Required level in French:** A1

**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 (3 hours in groups + 1 hour in autonomy)

**Schedule:** Mondays 09:30 – 11:30 & Thursdays 12:00 – 13:00

**Objectives of the course:**

- Use the techniques and rules of physical and phone call reception of customers
- Be able to inform customers about the establishment and its services
- Maintain the order and security of the establishment and the clientele
- Report an incident
- Bill the Customer

**Course Content:**

- **Welcome customers to the establishment**
  - Start the conversation with the customer
  - Answer simple questions
  - Describe the establishment and its surroundings
- **Inform the customers**
  - Help customers to orientate themselves
  - Accept / refuse
  - Have a simple phone call
  - Write a simple email
- **Maintain the order and security of the establishment and the clientele**
  - Give an instruction
  - Ask for help
  - Apologise
- **Report an incident**
  - Briefly describe an event
  - Give an opinion
- **Bill the customer**
  - Ask the customer if he enjoyed
  - Ask to pay
  - Thank and take leave

**Possible Certification upon completion of the course:** DELF Pro A1

# RESTAURATION

## Basic French Course

**Public:** Reception, Waiters, Bar attendants...

**Required level in French:** A1.1

**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 (3 hours in groups + 1 hour in autonomy)

**Schedule:** Tuesdays 10:00 – 12:00 & Fridays 15:00– 16:00

### Objectives of the course:

- Welcoming customers to the establishment
- Taking an Order
- Advising a Client

### Course Content:

- **Unit 1: Welcoming customers to the establishment**
  - Welcome the customer, check a reservation, take leave.
  - Make a reservation.
  - Set up a customer at their table.
- **Unit 2: Taking an Order**
  - Simply present a menu.
  - Explaining the main ingredients of a dish.
  - Checking the order intake.
- **Unit 3: Advising a Client**
  - Asking simple questions about tastes and preferences.
  - Recommend a drink or accompaniment.
  - Verifying client satisfaction.

**Possible Certification upon completion of the course:** DELF Pro A1

## PROFESSIONAL TRAINING

# RESTAURATION

## Reinforcement French Course

**Public:** Reception, Waiters, Bar attendants...

**Required level in French:** A1

**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 (3 hours in groups + 1 hour in autonomy)

**Schedule:** Tuesdays 14:00– 15:00 & Fridays 10:00 – 12:00

### Objectives of the course:

- Welcoming customers to the establishment
- Take an order
- Managing clients during service
- Submit Invoice

### Course Content:

- **Unit 1: Welcoming customers to the establishment**
  - Simply welcome and introduce the facility. Have the client wait.
  - Take a reservation and offer an alternative (day, time) for a reservation.
  - Set up a customer at their table.
- **Unit 2: Take an order**
  - Present the card and the dish of the day.
  - Describe a dish: specify the characteristics and explain the composition.
  - Ask a client about his preferences and advise the client in the choice of an accompaniment or a drink.
- **Unit 3: Managing clients during service**
  - Respond to customer requests during service.
  - Calm a dissatisfied customer.
  - Offer an alternative to a used product.
- **Unit 4: Submit Invoice**
  - Explain a price.
  - Explain accepted payment methods and offer an alternative.
  - Check for the satisfaction, and ask a contribution on social networks, take leave.

**Possible Certification upon completion of the course:** DELF Pro A1

## Sublevel

BASIC USER	<b>A1.1</b>	<p>Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type.</p> <p>Can introduce him/herself and others and can ask and answer questions about personal details such as where he/she lives, people he/she knows and things he/she has.</p> <p>Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.</p>
	<b>A1.2</b>	<p>Can understand some familiar and daily expressions used in very recurring situations of communication as well as very simple statements aiming at satisfying certain concrete needs of the social life and can produce some.</p> <p>Can identify himself and answer questions concerning, for example, his nationality, his age, his place of residence, his school and possibly, to ask himself questions of this type to somebody.</p> <p>Can participate in an ordinary interaction, at least partially, by means of simple statements (centered on one or two words) also by using his mother tongue or other acquired language tongues if the interlocutor speaks slowly and clearly and shows himself cooperative and friendly.</p>
	<b>A2.1</b>	<p>Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment).</p> <p>Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters.</p> <p>Can describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need.</p>
	<b>A2.2</b>	<p>Can initiate, maintain and close simple, restricted face-to-face conversation; understand enough to manage simple, routine exchanges without undue effort.</p> <p>Can deal with everyday situations with predictable content, though he/she will generally have to compromise the message and search for words.</p> <p>Can give an extended description of everyday aspects of his/her environment e.g. people, places, a job or study experience; describe past activities and personal experiences; describe habits and routines; describe plans and arrangements; explain what he/she likes or dislikes about something.</p>
INTERMEDIATE USER	<b>B1.1</b>	<p>Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc.</p> <p>Can deal with most situations likely to arise whilst travelling in an area where the language is spoken.</p> <p>Can produce simple connected text on topics which are familiar or of personal interest.</p> <p>Can describe experiences and events, dreams, hopes and ambitions and briefly give reasons and explanations for opinions and plans.</p>
	<b>B1.2</b>	<p>Can take messages communicating enquiries, explaining problems; provide concrete information required in an interview/consultation (e.g. describe symptoms to a doctor) but does so with limited precision.</p> <p>Can explain why something is a problem; summarise and give his or her opinion about a short story, article, talk, discussion, interview, or documentary and answer further questions of detail.</p> <p>Can carry out a prepared interview, checking and confirming information, though he/she may occasionally have to ask for repetition if the other person's response is rapid or extended.</p>