



Award in English for Retail Travel, Bookings and Logistics

★ **MQF/EQF Level 5**

★ **Course Dates (full-time):**
01st April – 26th April 2024

★ **Course Dates (part-time):**
01st May – 24th May 2024

Our Mission & Values

EXCELLENCE

Excellence is the hallmark of all Ascencia Malta's educational programmes. Our programmes are homegrown, officially accredited by the Malta Further and Higher Education Authority, and designed to put our learners at the centre of their learning. We recruit from among the most talented professionals on the island to give our learners the benefit of first-hand industry experience combined with leading-edge pedagogies.

ACCESSIBILITY

We strive to ensure that Ascencia Malta is an open to youths from all walks of life who might aspire to take their academic or professional careers to the next level. We prioritise dedication and ambition far above background or origins, as we believe these qualities drive personal growth and shape the leaders of the future.

LEARNER-CENTREDNESS

To ensure that the ambitions of each individual are not only recognised but celebrated, we are proud to afford our learners individual attention in the classroom. Here, they will find training courses founded on participatory pedagogies and based on the value of concrete examples, real-world engagement, and constant exchange between learners and practitioners. Outside the classroom, we follow learners' progress closely and they know that our doors are open at any time for them to come and present their dream projects or to seek our practical advice.

Why Malta as a Study Destination

1. **Cultural Immersion** in a vibrant Mediterranean context
2. **Proficiency in the English language**, one of Malta's two native languages
3. **Globally Recognised Quality Education** with unbeatable affordability
4. **Travel and Leisure**, an ideal staycation and a base for exploring the rest of Europe
5. **International Networking** inside a truly global community of students, professionals, and entrepreneurs
6. **Business-Friendly Environment** in a country that actively promotes innovation, entrepreneurship, and emerging industries
7. **Career Prospects** thanks to employers who value versatility and agility
8. **Personal Growth**, self-discovery and independence as the side-effects of the study-abroad experience

AWARD TITLE	STUDY-UNITS COVERED	NUMBER OF ECTS	TOTAL DURATION OF AWARD	TOTAL HOURS OF LESSONS	TOTAL HOURS OF TUTORIALS/ WORKSHOPS	TOTAL SELF-STUDY HOURS
Award in English for Retail Travel, Bookings and Logistics	<ul style="list-style-type: none"> • A Room with a View • Who's Who in Lodging Services • Transporting • Package Deal 	4 ECTS	4 weeks (full-time, consecutive) OR 8 weeks (part-time, consecutive)	64 Hours	6 Hours	14 Hours

Description

This foundational tourism and hospitality course comprises four distinct study-units. In the first, investigate a variety of tourism types, work on text navigation skills, query handling, and personalising client communication. Hone your language skills specifically to accommodation services in the second unit, exploring key roles, duties, and facilities within hotels and alternative accommodation, including front desk, concierge services, housekeeping, food and beverage, and management staff. Throughout the third section of this Award, explore transport and logistics through dynamic activities designed to sharpen listening skills to native and non-native English accents. Interpret e-mails for factual details, complete surveys regarding local transportation, write a carefully worded reply, and let the imagination play in role-plays. Finally, the fourth unit delves into advanced client communication, refining register for booking holidays, resolving issues, and crafting notices, emphasising politeness strategies and dialogues for complaint resolution.

What will I be able to do after this Award?

SPEAKING

- Develop the ability to express preferences and justify choices coherently in various scenarios.
- Strengthen telephone communication skills by listening to guest-receptionist conversations.
- Engage in role-plays, from guest inquiries to collaborative problem-solving, refining conversational skills.

LISTENING

- Enhance listening comprehension by attending to conversations between interacting speakers in accommodation-related scenarios.
- Improve listening skills through dialogues related to transportation, guest preferences, and alternative accommodation.
- Listen to dialogues about compensation, model resolving problems with deal bookings and understanding guest needs.
- Evaluate understanding from listening to podcast clips and create comparison charts for real job postings

READING

- Sharpen reading skills by scanning information sheets for tourism details and extracting information.
- Read real FAQs and participate in jigsaw reading about transport for comprehensive comprehension.

VOCABULARY & ACCURACY

- Build a vocabulary repository to manage learning effectively.
- Associate travel-related terms with real-world counterparts for better client communication.
- Harness politeness strategies, including indirect questions, for effective customer service.
- Understand and use the appropriate grammatical structures for giving information and making recommendations.
- Apply the structures and functions necessary for accommodation-related tasks.
- Explore comparative language structures for nuanced comparisons in travel recommendations.

WRITING

- Compose e-mails to retail travel agencies, promotional materials, and online reviews, demonstrating proficiency throughout.
- Write a log of actions taken as a guest relations manager solving problems in alternative accommodation.
- Prepare a set of prompts for role-plays and construct a guest communication guide, emphasising effective written communication.