



The School of global
communication skills, practice
and the professions



Cambridge English Certificate in Tourism and Hospitality
Management | Prospectus 2023/24

YOUR FUTURE STARTS HERE

BE SO MUCH MORE

School of Hospitality

More Passion
More Possibilities

Upgrade and update without pausing your career.

Find out more

[https://englishschooloflondon.com/
cambridge-english-certificate-in-
tourism-and-hospitality-management](https://englishschooloflondon.com/cambridge-english-certificate-in-tourism-and-hospitality-management)





We are a fiercely ambitious institution focused on developing the skills and knowledge of our students. We are absolutely committed to this – it is what distinguishes an ESOL Certified graduate. We are fully devoted to your success.

At ESOL, we are looking for a certain kind of student – one who is committed to, and prepared to ‘own their future’. We will challenge you. We will push you to be the best you can be. We will hold you to exacting and demanding standards if we are to send you out into the world as our graduate and future professional. This challenge is part of our offer to you. We will ask that you challenge us too – ask questions, demand answers, expect rigour.

We are a sharply distinctive professional institution and in joining us, you will be a key part of our continuous development.

With students of over 100+ nationalities, ESOL is an online space that is welcoming and we have dedicated services to support you, from the moment you apply until long after you graduate. We will provide you with superb educational offerings that are not only globally distinctive but that will support you to achieve your personal goals.

Our connections to industry, practice and the professions and our global location are at the heart of what makes ESOL unique.

In September 2016, ESOL launched diverse professional courses strengthening our international and academically excellent environment. You will be learning in the with teachers from Cambridge University Certificate– one of the greatest universities in the world.

Dr Ravinder Singh Patwal
President | ESOL Global

DISCOVER

WIDE RANGE OF PROGRAMMES

Choose from a variety of full-time diploma and lifelong learning courses from our seven schools

100% INTERNSHIP PLACEMENT

Gain real-world working experience with our established network of partners

ONLINE FACILITIES

Resources that add to the top-notch experience here

LONDON IS OUR CAMPUS



"I wanted to enhance my language skills, and ESOL's Cambridge faculty and immersive environment have been instrumental in achieving that goal."

Jyotsana Pal
Cambridge English Certificate in
tourism and Hospitality Management



"The personalised attention and interactive classes made learning enjoyable and effective at ESOL."

Sneha P.
Cambridge English Certificate for
Engineers



"The institute's well-structured curriculum helped me overcome my language barriers with global coworkers."

Rohit Vats
Cambridge English Certificate for
Engineers



"ESOL's reputation as a top English school in London caught my attention. Their strong industry ties helped them get a reputed job within 3 months."

Rajesh D.
Cambridge English Certificate for
Medical Practitioners

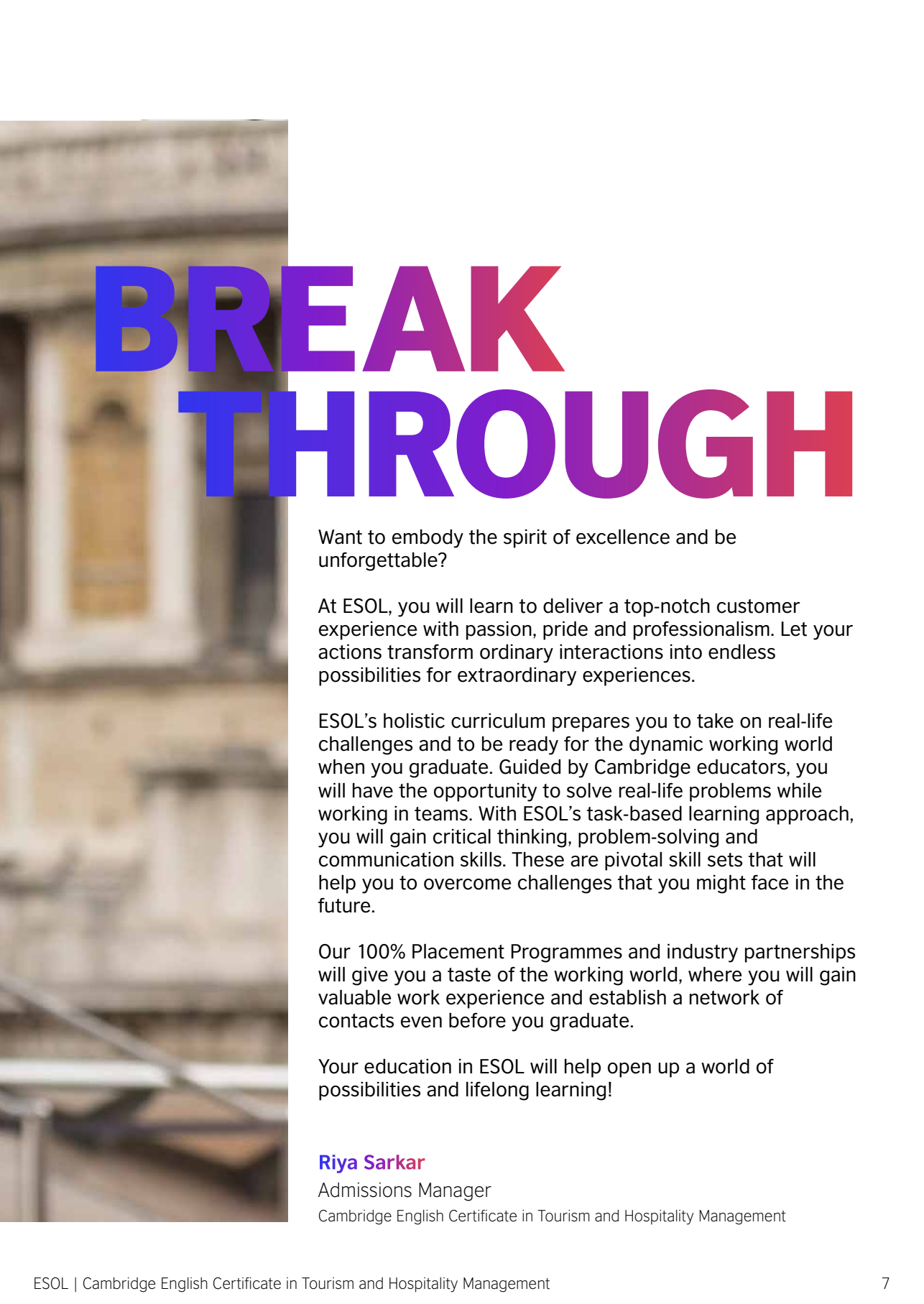


"ESOL stood out to me because of its diverse environment, which encouraged students from all over the world to come together and learn."

Aishwarya Charan
Cambridge English Certificate for
Medical Practitioners

“ At ESOL we will set you apart in today's competitive landscape. Establish yourself as a leading voice and gain access to unique job opportunities.





BREAK THROUGH

Want to embody the spirit of excellence and be unforgettable?

At ESOL, you will learn to deliver a top-notch customer experience with passion, pride and professionalism. Let your actions transform ordinary interactions into endless possibilities for extraordinary experiences.

ESOL's holistic curriculum prepares you to take on real-life challenges and to be ready for the dynamic working world when you graduate. Guided by Cambridge educators, you will have the opportunity to solve real-life problems while working in teams. With ESOL's task-based learning approach, you will gain critical thinking, problem-solving and communication skills. These are pivotal skill sets that will help you to overcome challenges that you might face in the future.

Our 100% Placement Programmes and industry partnerships will give you a taste of the working world, where you will gain valuable work experience and establish a network of contacts even before you graduate.

Your education in ESOL will help open up a world of possibilities and lifelong learning!

Riya Sarkar

Admissions Manager

Cambridge English Certificate in Tourism and Hospitality Management

LEVEL UP

ABOUT SCHOOL OF HOSPITALITY

Ready to take on an exciting career in the evolving hospitality sector? ESOL's School of Hospitality will equip you with the right skills and knowledge to help you realise your career aspiration. Our programmes are aligned with industry trends incorporating topics like analytics, immersive experience, entrepreneurship, wellness, and sustainability to future-proof your learning. These skills enable the creation of bespoke experiences through the use of technology and innovation as well as incorporating communication practices into the business.

With a dedicated hospitality school, experienced industry lecturers and purpose-built facilities to help polish your potential, you will be in a prime position for a promising career. As an ESOL graduate, enjoy a stellar reputation as an efficient, versatile and well-rounded player in the business of hospitality locally and globally.

- 1 Global CEFR Cambridge Certificate
- >200 Strong Collaborations with Hospitality Industry Partners
- 15+ Online Training Facilities
- 99 Scholarships Available Annually
- >600 Local and Overseas Placement Opportunities



**I studied a
Cambridge
course at ESOL
to progress my
career.**

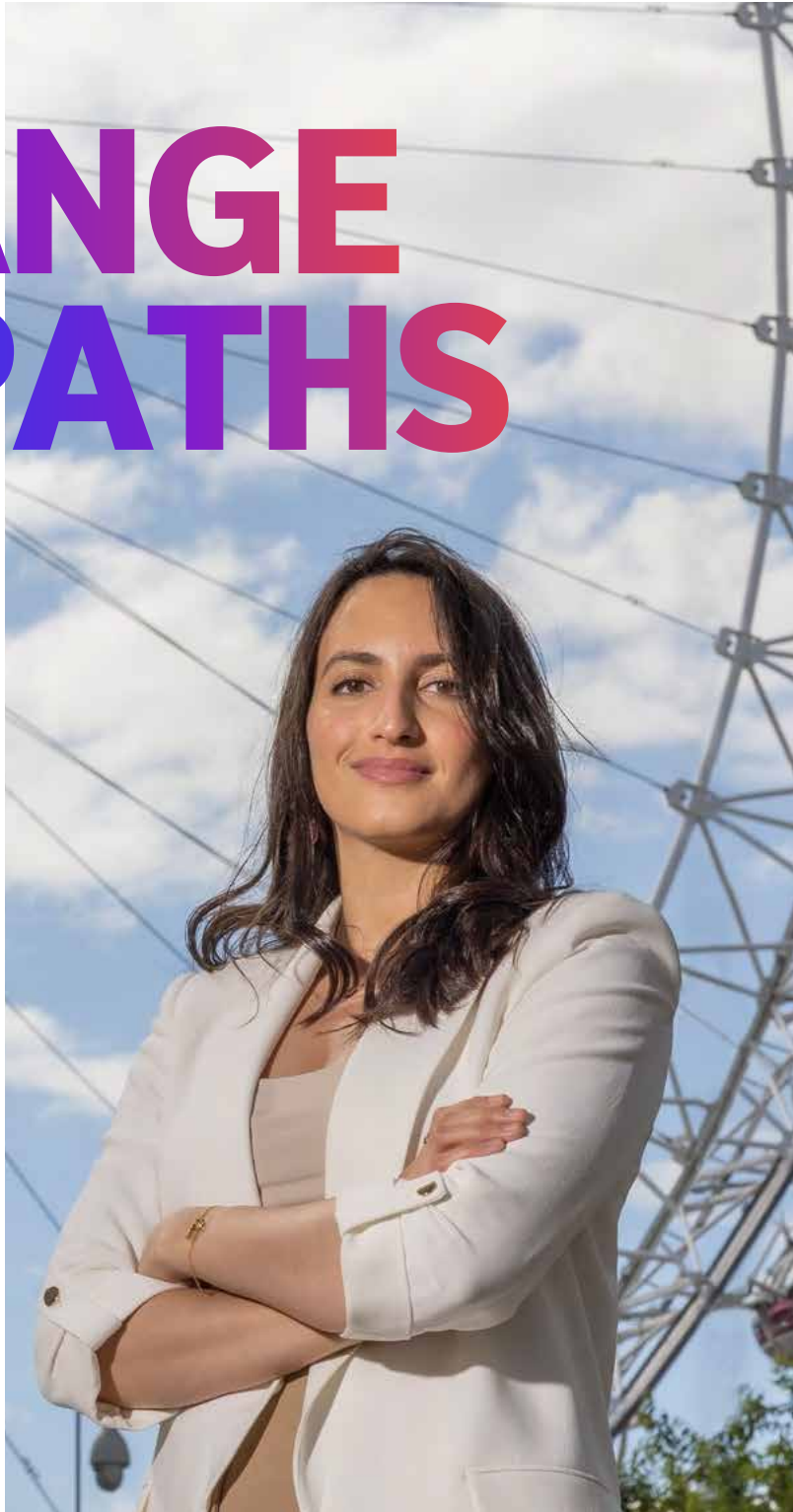
-Rohit Vats



CHANGE PATHS

“ I studied a
Cambridge
Certificate
course at ESOL
to change my
career.

-Sneha P.





DID YOU KNOW?

More than **85% of ESOL students** were considered for full-time employment by their internship/-placement companies upon graduation.

OUR INDUSTRY PARTNERS

InterContinental Hotels Group (IHG) Hotels & Resorts is proud to be a partner of ESOL School of Hospitality. ESOL students are able to multi-task and problem-solve with definitive solutions and options using their fine communication skills. We look forward to our continued partnership and welcoming many more students to the hotel industry.

Ms Astha Lal

Area Director of Human Resources,
Singapore & Malaysia

Director of Human Resources,
InterContinental® Singapore Robertson Quay

STUDY FLEXIBLY

The ESOL students assigned to Earth Productions have been of tremendous value to our agency. Their hands-on approach to solving communication issues both internally and for our clients has been lauded as one of the greatest assets to our team. The curriculum has also provided them with the knowledge so that they come in with the right communication skills and most importantly, a positive and can-do attitude.

Mr Aditya Panday

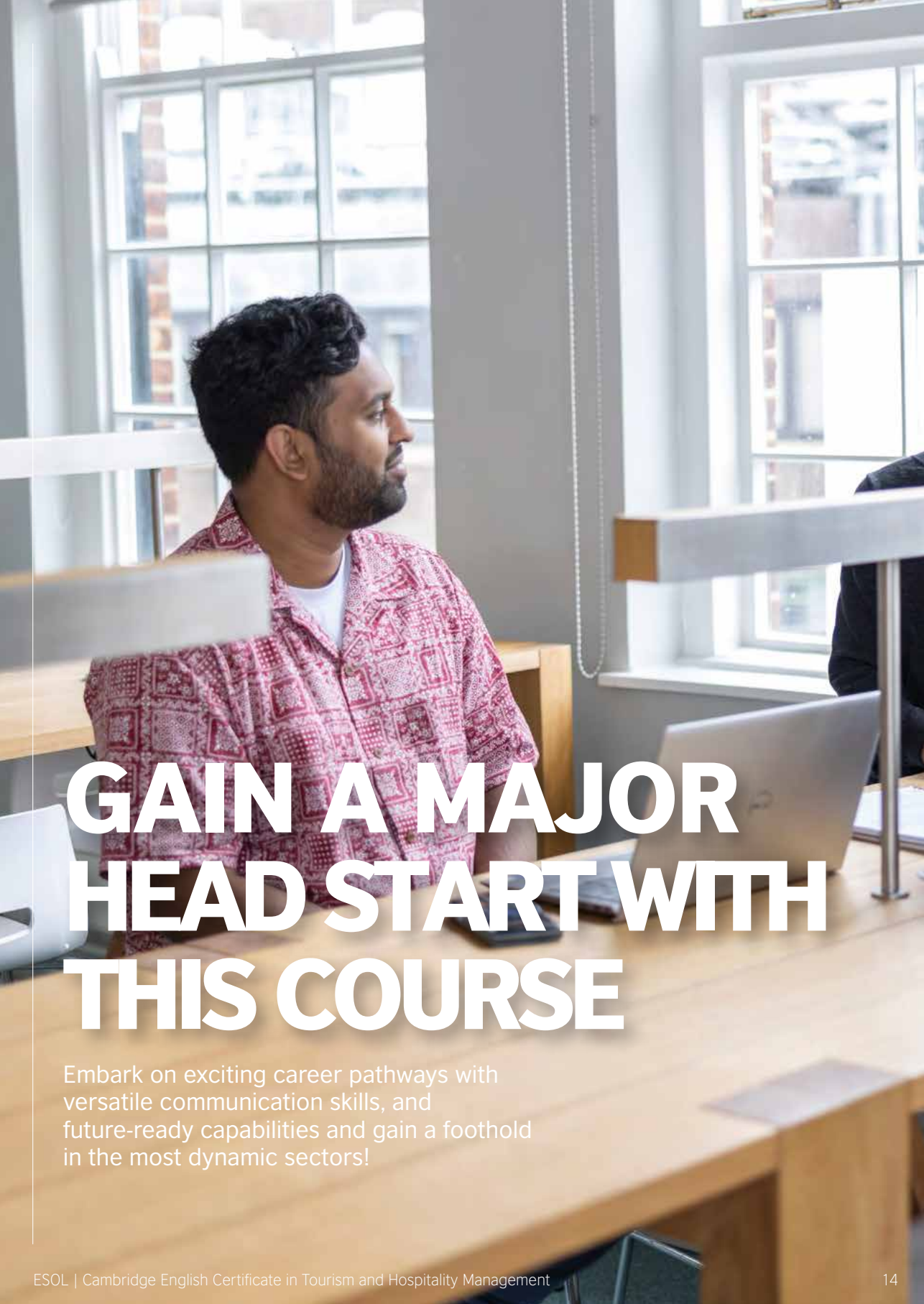
Founder and Chief Experience Officer
Earth Productions





ESOL's Placement Cell supported me to shape my career goals. They helped me benefit from a variety of recruitment opportunities and prepared me to engage with employers.





GAIN A MAJOR HEAD START WITH THIS COURSE

Embark on exciting career pathways with versatile communication skills, and future-ready capabilities and gain a foothold in the most dynamic sectors!



Cambridge English Certificate in Tourism and Hospitality Management

ESOL primes you for success in a VUCA (Volatile, Uncertain, Complex, and Ambiguous) world. Our certificate programmes offer an additional area of study outside of your discipline and are designed to make you a competitive player across diverse fields!

Create value, innovate and enhance systems through your communication skills, and drive change for a brighter future, wherever you choose to go!

Each Certificate Programme consists of 10 Modular Credits (MCs) in total. You will need to complete all modules to successfully pass the course.

10 MODULES (total of 10 MCs)

Duration

Two hours per week: Three months

M1 Different kinds of people

- 1 Working in travel and tourism
- 2 Being friendly and helpful
- 3 When in Rome . . .
- 4 Dealing with enquiries

M2 International travel

- 5 Different ways of travelling
- 6 Asking questions
- 7 Taking a booking
- 8 The best way to get there
- 9 Around the world
- 10 Organising a trip

M3 Phone calls

- 11 Using the phone
- 12 How may I help you?
- 13 Answering enquiries
- 14 Taking messages

M4 Food and drink

- 15 Good morning!
- 16 Explaining dishes
- 17 May I take your order?
- 18 Drinks, snacks and desserts
- 19 Eating habits
- 20 Welcome to our restaurant!

M5 Correspondence

- 21 Responding to enquiries
- 22 Confirming reservations
- 23 Avoiding mistakes
- 24 We are very sorry . . .

M6 Accommodation

- 25 Reservations
- 26 Checking in
- 27 Facilities: Enjoy your stay!
- 28 Giving information
- 29 The best hotel for you . . .
- 30 The perfect hotel

M7 Money

- 31 How would you like to pay?
- 32 Changing money
- 33 Explaining bill
- 34 Is service included?

M8 Travelling around

- 35 To and from the airport
- 36 Local knowledge
- 37 Offering and requesting
- 38 Car rental
- 39 Motoring
- 40 The best way to get there

Find out more

<https://englishschooloflondon.com/cambridge-english-certificate-for-medical-practitioners>





M9 Problems

- 41 Is there anything I can do?
- 42 Dealing with complaints
- 43 Better safe than sorry
- 44 Difficult customers?

M10 Attractions and activities

- 45 Seeing the sights
- 46 Making suggestions and giving advice
- 47 Sun, sea and sand?
- 48 History and folklore
- 49 A nice day out
- 50 The future of tourism

MINIMUM ENTRY REQUIREMENTS

English language requirements and courses

As ESOL's courses are delivered in English, students whose first language is not English will need to undertake a language test to demonstrate their English ability is sufficient to undertake Cambridge-level study. English language requirements vary by course and are likely to be higher than the minimum English language requirements set by the Admissions Office for students requiring a visa. ESOL's, Screening Test Team, runs pre-sessional interviews to help students assess their current writing and speaking level.

Education Requirement and Experience:

Prospective students applying to the English School of London (ESOL) are required to possess a Bachelor's Degree or an equivalent qualification. Moreover, applicants must be at least 21 years of age or older to be considered eligible for enrollment.

Application Process:

As part of the application process, interested candidates are requested to submit their updated curriculum vitae (CV). Additionally, applicants will be required to participate in our comprehensive screening test, designed to assess their current speaking skills, commitment, and attitude towards the English language.

Certificate of Acceptance of Studies (CAS) Letter:

Upon successfully passing the screening test, eligible candidates will be issued a Certificate of Acceptance of Studies (CAS) letter. This letter serves as an official confirmation of acceptance to ESOL and enables applicants to proceed with booking their seats for enrollment at our esteemed institution.

CAREER OPPORTUNITIES

As an ESOL graduate, you can embark on a career in the business and hospitality sector such as banks, healthcare, airlines, telecommunications, contact centres, and retail organisations. Explore careers in these exciting fields:

- Brand and Loyalty Management
- Customer Experience Management
- Relationship Management
- Retail and Merchandising
- Sales and Marketing
- Travel and Hospitality Services
- Accommodation Management
- Business Analytics
- Guest Experience Management
- Hospitality Business Management
- Revenue Management and Analytics

*Course will be online, face-to-face on Google Meet using ESOL Student Dashboard.

Find out more

www.englishschooloflondon.com/cambridge-english-certificate-for-medical-practitioners

A photograph of two women sitting on a grey corduroy sofa in a bright, modern interior. The woman on the left is seen in profile, wearing a red sleeveless top and black trousers, with her hands resting on her lap. The woman on the right is facing her, smiling, wearing a black and white striped short-sleeved shirt, blue jeans, and gold sandals. She has long dark hair and is wearing a gold watch and a gold bracelet. The background is a blurred view of a contemporary living space with large windows and indoor plants.

“I chose to pursue this course at City because of the broad range of modules that it is training students in honing their communication skills. The interactive and participative model of online classes helped me to enhance my knowledge and understanding of the field without pausing my current job. I was also appreciative of the support I received from academic staff and fellow students and the professional connections I made from studying online.”

Anju Rajput
Cambridge English Certificate in
Tourism and Hospitality Management

A full-page background image showing three young adults walking and laughing on a city street. On the left, a woman with long dark hair wears a dark blue trench coat. In the center, a man with glasses and a beard wears an orange and white plaid shirt and blue jeans, carrying a backpack. On the right, a woman with long brown hair wears a denim jacket over a white shirt and a colorful, geometric-patterned skirt. A bicycle is partially visible on the right side of the frame.

KEY FACTS AND EMERGING SKILLS

Digitalisation will continue to drive the tourism experience towards becoming more seamless and personalised while contributing to the United Nations' Sustainable Development Goals.



EMERGING SKILLS

- Bespoke Customer Experience
- Business and Partnership Development
- Business Data Analytics
- Creative Content and Experience Development
- Digital Marketing Entrepreneurship in the Events Sector



FACILITIES

- Weekend Conversation Classes
- Student Dashboard
- iLearn Self-study
- Digital Resources
- Pronunciation + Vocabulary App



INDUSTRY PARTNERS

- Constellar Holdings
- Experia Events
- Kingsmen Koelnmesse
- Pico
- Resorts World Sentosa
- Mandai Wildlife Group

“The global business events sector cannot — and likely never will — operate in the exact same way that it did before 2020. It must innovate, taking the journey not as a sprint, but a marathon to transform! Despite all the challenges, the sector has remained resilient. Optimism among business events and organisations will continue to grow and revenues will start to grow in the coming months.”

Source: STB (2021). Reimagining Business Events — Through COVID-19 and Beyond.

“Become a sought-after hospitality general manager, a position of dreams, where your exceptional communication skills and expertise are in high demand. Imagine the allure of earning an average of ₹109,917 per month, an enticing reward for your dedication and leadership in the vibrant world of hospitality. This remarkable opportunity awaits you, as revealed by the esteemed Hospitality Salary in India - Average Salary report at <https://in.talent.com/salary?job=hospitality>. Take the first step toward a prosperous future and seize the chance to excel in this esteemed role, commanding the hospitality landscape with finesse and grace.”

Source: Hospitality Salary in India - Average Salary / <https://in.talent.com/salary?job=hospitality>

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Make an Enquiry

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ESOL is an independent member institution established in the UK, and India in 2016, with outstanding global reputations and several prestigious central academic bodies and activities.

