Training opportunities

“Training is your passport to a rewarding career.” Do you agree with the statement? Why/Why not?

Discuss the following questions.

- What are your professional goals for the next five years?
- What training do you think will help you to achieve these goals?
- Do you think you could achieve these goals without training?

Read the article on the opposite page about the Hospitality Industry Training & Development Centre (HITDC) in Hong Kong. Match each of the following headings with a paragraph from the article.

- Centre objectives
- English lessons
- Current and future developments
- Types of training programme
- Course trainers

Now read the article again. Are the following statements true (T) or false (F)? Correct any false statements.

1. About three hundred students take courses at the centre each year.
2. Every tutor has worked in a hotel or hospitality service.
3. Trainees are able to take English as an optional subject.
4. The centre offers training programmes for pre- and in-service students.
5. The centre is flexible and responsive to new developments.
The HITDC was established to provide Hong Kong’s young people with the best practical training facilities in Asia. Approximately 3000 trainees graduate annually from the centre and find challenging careers in hotels and hospitality-related industries. It is our aim to instil in our trainees the social and interpersonal skills and correct attitude essential for the service industry and equip them with the basic practical skills required.

To achieve this, a dedicated team of instructors, all of whom have extensive experience within the industry, conduct classes in a simulated training environment, which realistically reflects the nature of work in the hospitality industry. Their close ties with the industries the centre trains for ensure that graduates receive the most up-to-date information.

With Hong Kong being an international city and tourism a major part of its economy, the ability to communicate in English is essential. This is why it is a compulsory part of all our training programmes. All our language instructors are native speakers of English, giving our trainees excellent opportunities to interact with foreigners and learn about other cultures. Great emphasis is placed on building confidence regardless of language standard.

Our full-time courses for people starting their careers in the hospitality industry range from 12 weeks to two years. We also offer intensive short courses and part-time programmes. This flexibility enables in-service personnel to attend courses on a day-release basis whilst being paid a regular salary, an arrangement which benefits both the industry and its workforce. In-service personnel are also able to upgrade their knowledge and enhance their supervisory, administrative and management skills by attending courses run by HITDC in conjunction with the Management Development Centre of Hong Kong.

With the recent construction of Chek Lapkok airport and the opening of the Disneyland project in 2005, the need for a highly-skilled and well-trained workforce in Hong Kong is becoming more and more evident. HITDC is constantly changing – and will continue to do so – in order to meet the evolving needs of the hospitality industry. In fact, we are already designing new and innovative tailor-made CD-ROMs to support all our existing and forthcoming training courses, and next year we are introducing a number of new courses, such as Ticketing and Travel Agency Operations, to teach ticketing procedures and customer service skills.

For more information about the Hospitality Industry Training & Development Centre (HITDC), which operates under the Vocational Training Council in Hong Kong, visit its web site:
http://www.hitdc.vtc.edu.hk
LISTENING 5 Four students from HITDC speak about their training courses. Listen and make notes under the headings given.

Course title: Certificate in Front Office and Housekeeping Operations
Course content:
Useful features:

Course title:
Course content:
Useful features:

Course title:
Course content:
Useful features:

Course title:
Course content:
Useful features:

SPEAKING 6 Which feature of the HITDC courses do you think is the most useful?

7 Work in groups. Draw up a list of the five most important features of effective training.

1
2
3
4
5

Now compare your answers with those of another group. Is there anything you would change in your original list? Why/Why not?
1. How many words can you find in the unit which follow the word *training*?

   - training
   - course
   - emphasis
   - confidence
   - feedback
   - customers
   - a course
   - a need

2. Match the verbs and nouns.

   1. to build —- a. emphasis
   2. to meet —- b. confidence
   3. to attend —- c. feedback
   4. to place —- d. customers
   5. to get —- e. a course
   6. to serve —- f. a need

3. Fill the gaps with *on, with, in or from*.

   1. The centre aims to provide trainees *with* the best facilities in Asia.
   2. About 3000 trainees graduate annually *from* the centre.
   3. We aim to equip trainees *in* practical skills.
   4. Personnel can attend courses *on* a day-release basis.
   5. The courses range *from* 12 weeks to two years.
   6. There are excellent opportunities to interact *with* foreigners.
   7. Great emphasis is placed *on* building confidence.
   8. The centre has close ties *to* industry.

4. Match the words with similar meanings.

   1. cheerful —- a. modern
   2. aim —- b. happy
   3. essential —- c. future
   4. instructor —- d. objective
   5. up-to-date —- e. trainer
   6. forthcoming —- f. necessary

5. Which of the following adjectives go before each word below?

   - intensive
   - social
   - practical
   - full-time
   - pre-service
   - part-time
   - interpersonal
   - well-trained
   - highly-skilled
   - in-service

   - practical
   - skills
   - course
   - workforce
   - student

6. Complete the table. Then fill the gaps in the text below with the correct form of the words in brackets.

<table>
<thead>
<tr>
<th>Verb</th>
<th>Noun</th>
<th>Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>manage</td>
<td>management</td>
<td>manager</td>
</tr>
<tr>
<td>train</td>
<td>instruction</td>
<td></td>
</tr>
<tr>
<td>know</td>
<td>development</td>
<td></td>
</tr>
</tbody>
</table>

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**Professional Development at HITDC**

If you want to improve your (develop) skills for the hospitality industry, we have the course for you! Our courses are ideal for both full-time HITDC (train) and in-service personnel studying on a day-release basis. All our courses are taught by experienced (instruct) who will share their (know) of the business with you. For more information, contact HITDC.
Present simple and continuous

MEANING 1
What is the difference in meaning between the sentences?
• We learn about computer systems.
• We are learning about computer systems.

Present simple and continuous

The present simple has the following forms.
*Does* the centre *offer* part-time courses?
The centre *offers* a variety of courses.
The centre *doesn’t offer* courses just for pre-service students.

The present continuous has the following forms.
*Is* the centre *developing* new course materials?
The centre *is developing* tailor-made CD-ROMs.
The centre *isn’t developing* internet courses at the moment.

FORM 2
Match the sentence halves.

1. At the moment she _a_ does the training programme last?
2. Most visitors say they _b_ is taking a course at the centre.
3. How long _c_ give us real life experience.
4. This week _d_ am doing is Tour Guide and Service Culture.
5. The simulations we do _e_ don’t know much about Chinese cuisine.
6. The place where I _f_ are learning to serve our customers.
7. When are you _g_ starting your next course?
8. The name of the course _h_ work receives a lot of foreign visitors.

Find and correct the mistakes in the sentences.

1. About 3000 students do take courses at the centre each year.
2. Do the tutors all has experience of working in the hospitality services?
3. HITDC is being constantly changing.
4. We sit not in a classroom all day.
5. The need for a highly-skilled workforce are becoming more evident.
6. Mary study food preparation.
7. I am currently work towards a Certificate in Housekeeping.
8. The centre don’t just offer programmes for pre-service students.
9. Sue and I am studying in the same class.
10. When do the new term begins?
Do we use the present simple or present continuous to talk about each of the following?

a. Actions at/around the time of speaking  **present continuous**
b. Routines
c. Facts
d. Temporary situations
e. Permanent situations
f. Future arrangements

Which of the uses above (a–f) does each of the following sentences illustrate? Some may fall into more than one group.

1. We usually video the role-plays.
2. Later this week we are going to Stanley Market.
3. I am currently working towards a certificate.
4. All our trainers are native speakers.
5. At the moment we are learning how to serve our customers.
6. We offer intensive short courses and part-time programmes.

Now look through the tapescript again. Find one more sentence to illustrate each use.

Look at the sentences. Summarise the rules about word order with adverbs of frequency (e.g. *often, once a week*) in English.

- We **frequently** work in the centre’s restaurant.
- We don’t **often** work in the kitchen on Sundays.
- My colleague is **occasionally** late for work.
- We do simulations at least **once a week**.

Which present tense do we usually use with each time phrase? Put the following time phrases into the correct group below.

<table>
<thead>
<tr>
<th>every day</th>
<th>now</th>
<th>usually</th>
<th>once a week</th>
<th>the day after tomorrow</th>
<th>this week</th>
<th>never</th>
<th>at least twice a month</th>
<th>most Saturdays</th>
<th>currently</th>
<th>about once a year</th>
<th>at the moment</th>
<th>next Tuesday</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Present simple</strong></td>
<td><strong>Present continuous</strong></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td><em>every day</em></td>
<td><em>now</em></td>
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</tr>
</tbody>
</table>
We use the present continuous to talk about actions – but we do not use it to talk about states. So we do not usually use the present continuous to express the following.

opinions (e.g. believe, think)
emotions (e.g. love, like)
senses (e.g. see, hear, feel)
ownership (e.g. own, need, have)

However, some verbs have a different meaning when used to talk about states or actions.

I have a good instructor. I am having a nice time.
I am having a good instructor.
I think it’s a bad idea. I am thinking of doing a course.
I am thinking it’s a bad idea.

FORM 8 A trainee at HITDC talks about her course. Choose the correct form of the verbs in brackets.

The training programme I am doing now is called Certificate in Front Office and Housekeeping Operations. I like the course very much. It teaches you about check-in and check-out procedures. We also need to learn about things like the organisation of the hotel. We have good teachers and at the moment we are learning about the Front Office computer systems and how to communicate in the most courteous way with different types of people. I enjoy doing ‘lobby duty’. This is when we welcome real guests to our Centre. It is very helpful and I think it gives me real life experience of the hotel industry.

ACTIVE AND STATIVE VERBS

SPEAKING 9 Work in pairs. Interview your partner. Find out the following.

• What your partner’s job involves
• What your partner particularly likes about his/her work
• Any projects or activities your partner is currently involved in
• Any future arrangements your partner has at work

WRITING 10 Write a short article (50–100 words) for your company newsletter about your partner and his/her work.
Re-order the words to make sentences.

1. they/leaving/evening/what/are/time/work/this?
   What time are they leaving work this evening?
2. Jason/isn't/day/having/a/off/today/work
3. how/does/go/often/Sue/the/cinema/to?
4. taking/I/currently/course/in/am/a/marketing
5. we/want/not/week/overtime/work/to/do/every
6. you/do/take/bus/the/work/to/usually?
7. learn/we/regularly/about/cooking/methods
8. they/us/teach/sometimes/skills/management
9. work/at/centre/the/starts/at/8/am/usually
10. need/I/come/to/centre/often/to/the/at/weekends

Choose the correct form of the verbs in brackets.

1. I 'm working (work) as an administrative officer at the moment.
2. She never __________ (arrive) late for work.
3. She __________ (work) very hard.
4. They __________ (not/go) to the conference tomorrow.
5. We __________ (not/have) more than about 30 employees at our company.
6. __________ (we/have to) attend every session?
7. __________ (you/stay) at home today?
8. What __________ (you/do) for a living?
9. __________ (John/come) to the training session tomorrow?
10. She __________ (study) book-keeping in her spare time.

Write a true sentence about yourself as an example of each use of the present.

1. Fact: I live in Switzerland.
2. Routine:
3. Action happening now:
4. Temporary situation:
5. Permanent situation:
6. Future arrangement:

Fill the gaps with the correct form of the verbs in brackets.

1. I __________ (work) as an administrative officer at the moment.
2. She never __________ (arrive) late for work.
3. She __________ (work) very hard.
4. They __________ (not/go) to the conference tomorrow.
5. Hi Sarah
6. Thanks for your e-mail. I’m now back in London, where I’m working for a sales company for just a few weeks. The company seems to be quite small. I am thinking there are about 20 people – and I am knowing most of them already!
7. And you? What are you doing at the moment? You want to come and visit me? I don’t have a telephone at home but you can phone me on my mobile (0887 838383). Just call me if you are wanting to visit me.
8. Bye for now.
   Marja