

SECTION 1 TRABAJAR EN EL MOSTRADOR

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1	Receiving customers and guests: <ul style="list-style-type: none"> – Welcome customers and guests – Ask for personal details – Check in guests – Check out guests 	13
2	Inventory of wishes: <ul style="list-style-type: none"> – At the travel agency – At the tourist information centre – In the hotel – At the campsite Grammar: <ul style="list-style-type: none"> - Interrogative pronoun – gustar and interesar 	35
3	Informing the customer and guest: <ul style="list-style-type: none"> – Provide tourist information – The hotel reservation – Provide practical information to the guest or customer – Give directions Grammar: <ul style="list-style-type: none"> – Presente perfecto/present perfect (regular and irregular) – The clock – The use of infinitivo/the complete verb – Ser and estar – Basic rule: how do you compose a good sentence in Spanish? – hay and estar 	47
4	Conducting a telephone call: <ul style="list-style-type: none"> – With customers and guests Grammar: <ul style="list-style-type: none"> – Futuro/future tense 	73
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7	Reading emails and received post: <ul style="list-style-type: none"> – The letter of confirmation – Reservation conditions – Emails 	145
8	Answering emails: <ul style="list-style-type: none"> – Answer questions from the customer or guest – Provide product information – Pass on a change in the booking details – Confirm a reservation or cancellation – Pass on a complaint to a colleague – Discuss an activity with a colleague – Discuss a special offer or product with a colleague or another company Grammar: <ul style="list-style-type: none"> – Por and para 	153

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14	Presenting the range of excursions on offer: <ul style="list-style-type: none"> – Types of excursion – Places of interest – Advice – Days of the week / months / seasons – Inform the customer about the excursion – Sign up for an excursion Grammar: <ul style="list-style-type: none"> – Traer and llevar 	231
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