



CERTIFICATE IN ENGLISH FOR TOURISM PROFESSIONALS(CETP)

About the Course:

Certificate in English for Tourism Professionals (CETP) is a skill-based course designed specifically for tourism professionals. Lessons are based on real life situations of tourism and hospitality contexts. The programme will be conducted by a well-qualified teaching faculty.

For whom:

- **Reservation officers**
- **Hotel managers/ Stewards**
- **Guest relations officers**
- **Front office executives**
- **Receptionists**
- **Those interested in working for hospitality and tourism industry**
- **Students majoring tourism and hospitality management programs**

Course Objectives:

To develop the communication skills in English of tourism executives in various capacity with specific focus more on listening, speaking, and reading, writing, grammar and vocabulary in the key components of Tourism & Hospitality industry in order to communicate effectively in a tourism and hospitality work environment.

Course content

- **Meeting skills**
- **Customer service skills**
- **Telephone etiquette**
- **Tour guiding skills**
- **Inter-communication skills**
- **Presentation skills**
- **Interview skills**
- **One-month internship**

Learning Outcomes

At the end of the course, the students will be able to

- *communicate effectively in both listening and orally in a variety of English-speaking environment in the tourism industry.*
- *acquire vocabulary, grammar, idiomatic expressions and abbreviations, etc. of tourism industry and use them effectively in different tourism contexts.*
- *comprehend diverse accents of both native and non-native speakers of English and respond to them appropriately in different contexts of the tourism industry.*
- *read and interpret a variety of tourism related texts accurately and respond unambiguously.*

Teaching & Learning

Teaching and learning will be facilitated with audio and video sessions. More emphasis will be placed on listening and speaking skills.

Students will be provided with real life situations in the teaching and learning process.

Learning methods

- Lectures
- Pair work
- Roleplay
- Group discussion
- Presentation

Entry requirement:

An ordinary pass in English at the GCE O/L examination or one year work experience in the tourism industry, and the required score at the Placement Test.

Duration of Course:

Approximately 72 contact hours,

Days & Times of Sessions

Each session is of 4 hour duration. Classes will be held during weekends. Students can select any session (depends on the number of candidates) according to their convenience.

1. Sunday: 8.a.m. – 12.15p.m. or
1p.m. – 5.15p.m.

Application Fee - Rs 1000.00

Course Fee: Rs. 30, 000.00 (local)

Rs. 60,000.00 (foreigners)

Account number - 821240000009

Admission Procedure:

Candidates will be selected to the course based on the performance at the placement test held before the commencement of the course. It is mandatory that all those selected are expected to follow the preliminary level.

How to Apply

Please fill the Google form given on the IHRA website:
ihra.cmb.ac.lk

Important

Incorrectly filled application forms, application without the required Documents and delayed applications will not be accepted.

Certification:

Certificate in English for Tourism Executives will be awarded to those who successfully complete the course obtaining minimum 40% of marks in all four components of the examinations: Speech, Listening, Final examination and Internship.

The Coordinator :

**Certificate in English for Tourism Executives (CETE)
Institute of Human Resource Advancement. (IHRA)**

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**Scan to
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