



X



Wall Centre
STARBUCKS

SERVING UP SMILES AND COFFEE

STARTING *January* 2025

ENGLISH FOR CUSTOMER RELATIONS

UNLOCK THE TRUE EXPERIENCE —
TWO CORE SECTIONS: SALES AND TOURISM & BARISTAS



CUSTOMER SERVICE INSIGHTS

Explore different types of customer service jobs and their functions in the industry



SKILL DEVELOPMENT & PRACTICE

Enhance essential customer service skills through role-playing and contextual exercises



JOB APPLICATION MASTERY

Learn to create effective resumes and prepare for interviews tailored to customer service positions



COURSE INFORMATION



AVAILABLE LOCATION

Vancouver



CLASS & DURATION

30 lessons per week | 8 weeks



RECOMMENDED STARTING DATES (2025)

Jan 6, Feb 3, Mar 3, Mar 31, Apr 28, May 26,
Jun 23, Jul 21, Aug 18, Sep 15, Oct 14, Nov 10



ENGLISH REQUIREMENT

Completion of VanWest EAP 100 or Level 4

COURSE OVERVIEW

PART 1: SALES AND TOURISM (WEEKS 1-4)

Focuses on customer service skills in retail, hotels, and tourism, covering communication, managing requests, handling difficult customers, and job application techniques for the industry.

WEEK	KEY TOPICS
WEEK 1: SALES	Intro to Customer Service / Stores / Vocabulary & Grammar
WEEK 2: HOTELS	Hotel Services / Dealing with Customers / Vocabulary & Grammar
WEEK 3: TOURISM INDUSTRY SERVICES	Intro to Tourism & Services / Tour Guiding / Vocabulary & Grammar
WEEK 4: INDUSTRY & GETTING HIRED	Indoor & Outdoor Tourism / Job Applications & Resumes / Interviews

PART 2: BARISTAS (WEEKS 5-8)

Covers the café industry, including coffee history, brewing techniques, food safety, and customer service. Students will learn to manage orders and prepare for café and barista careers with resume and interview skills.

WEEK	KEY TOPICS
WEEK 5: SETTING UP A CAFE	Coffee Making / Equipment & Supplies / Vocabulary & Grammar
WEEK 6: WORKING AT A CAFE	Customized Drinks / Ordering / Large Groups / Vocabulary & Grammar
WEEK 7: CAFE REFRESHMENTS	Food Prep / Menu Developing & Displaying / Vocabulary & Grammar
WEEK 8: INDUSTRY & GETTING HIRED	Promotions & Marketing / Job Applications & Resumes / Interviews

TIMETABLE

TIME	MONDAY - FRIDAY
08:30 - 10:10	English Class General English or English for Academic Purposes (EAP) or Linguaskill Business
10:20 - 12:00	
12:00 - 13:00	Lunch
13:00 - 13:50	ENGLISH FOR CUSTOMER RELATIONS Sales and Tourism & Baristas
13:55 - 14:45	