



SERVING UP

*smiles & coffee*

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



### COURSE STARTING DATES (2026)

#### SALES & TOURISM (4 WEEKS):

Jan 5, Mar 2, Apr 27, Jun 22, Aug 17, Oct 13

#### BARISTA TRAINING (4 WEEKS):

Feb 2, Mar 30, May 25, Jul 20, Sep 14, Nov 10



### ENGLISH REQUIREMENT

VanWest Level 5 +

## COURSE OVERVIEW

### PART 1: SALES & 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: AIRPORTS & HOTELS	Airports & Hotels 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: BARISTA TRAINING (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
COFFEE HOUSE BARISTA TRAINING PRACTICUM START DATES	2026: May 25, Jul 20, Sep 14 <small>* ADDITIONAL FEES WILL APPLY.</small>

- Course offerings and schedules are subject to change without prior notice. Please confirm availability prior to registration.