



SELC - ECSC Course

English for Customer Service Communication 2010

This course is for students who want to:

- Improve their English communication skills for the hospitality industry
- Become a 'Barista' and get work in a café
- Get work in a bar
- Get work in a restaurant



Course length: 4 or 8 weeks
 - 21 hours per week plus 2 hours optional conversation class and 5 hours self-study

Levels: Elementary to Intermediate

Course structure:

Module	Module 1 English + Barista skills (4 weeks)	Module 2 English + Bar & Cocktail skills (4 weeks)
Start dates in 2010	4 Jan, 1 Feb, 1 Mar, 29 Mar, 27 Apr 24 May, 21 Jun, 19 Jul, 16 Aug, 13 Sep 11 Oct, 8 Nov, 6 Dec	1 Feb, 27 Apr, 19 Jul, 11 Oct
Students:	<ul style="list-style-type: none"> - Train 2 days at Sydney Coffee School - Learn Latte Art - Gain real work experience in busy SELC Café serving coffee and food - Practise new skills in SELC café - Make approximately 300 coffees during the 4-week course - Learn professional coffee knowledge - Gain job finding skills 	<ul style="list-style-type: none"> - Make cocktails - Learn to deal with the general public in a professional manner - Learn customer service skills - Practise Health & Safety in a work place - Learn how to describe drinks - Gain job finding skills
External Certificates	Professional Barista + Latte Art from the Sydney Coffee School	RSA (Responsible Service of Alcohol) + RCG (Responsible Conduct of Gambling) from Hostec Academy

Course fees:

- **Enrolment fee:** \$200 (payable once only for all SELC courses)
- **Tuition:** \$360 per week
- **Materials fee:** \$20 (4 weeks) or \$40 (8 weeks)
- **External certificates:** \$150 (Barista module) and \$150 (Bar & Cocktail module)

