



# Customer Service English - Noosa

Noosa is Australia's premier tourist resort and an ideal location for international students seeking hospitality work. The Customer Service course at Lexis English Noosa is designed to provide the English skills and work experience needed to work in Australia or Internationally.



## COMMUNICATIVE ENGLISH

Improve English communication skills through face to face intensive English program in multi-national class.



## CUSTOMER SERVICE ENGLISH

Intensive Customer Service English with a strong focus on practical experience.



## JOB WORKSHOP

Individual help, with resume writing, interview preparation, Australian workplace and Government requirements.

## OUTCOMES

- Retail Work
- Hospitality Industry and Restaurants
- Travel Agencies
- Tour Booking Companies
- Office Environments
- Airport Services

## Noosa Facts

Population      No. of Events / Year

**58k**

**17**

Resort Jobs

Tourists / Year

**4,000**

**2.3M**

## INTERNATIONAL EVENTS AND FESTIVALS IN NOOSA

- Surfing Festival
- Noosa Triathlon
- Food and Wine Festival
- Music Festival
- Beach Party



## SAMPLE WEEKLY TIMETABLE

	Monday	Tuesday	Wednesday	Thursday	Friday
Face to Face General English 9:00 - 12:15	Revise and Recap	Grammar and Vocabulary	Topic Expansion	Reading Skills	Real World English
	Morning Break - 15 mins				
	Weekly Progress Test	Speaking Practise	Listening and Video	Topic Expansion	Writing Task
	Lunch - 45 mins				
Intensive Customer Service Tuition 13:00 - 15:00	Common Phrases: Greeting customers	Reservations: Record customer requests	Taking Coffee & Drink orders	Hotel Reception and Restaurant Orders	Practical classes: Shop visit & Work Experience
	Field visit to shops: Observations	Travel Agent Visit: Visitor Information	Role Play: Restaurant & Hotel	1 Hour Work Experience: Lexis Koala Cafe	Food tasting and local menus

## Student Testimonial



I recently got a job at a local restaurant, and love it! The vocabulary you learn is really helpful. We also learnt how to speak with customers. I really enjoyed being part of this class, it really improved my skills in English in the hospitality industry! Thank you Lexis!

**Tina, Germany**

## 2020 Start Dates

6th of January, 3rd of February, 2nd of March, 6th of April, 4th of May, 1st of June, 6th of July, 3rd of August, 7th of September, 5th of October, 2nd of November, 7th of December.

### Number of hours per week:

25 hours Face to Face  
Morning: 3 hrs of G.E - Afternoon: 2 hr Cust. Service

### Course length:

4 weeks course (minimum of 2 weeks)

### Age Requirement:

18+ years old

### Entry Requirements:

English level of B1 +  
Pre-Intermediate or higher

