

EASY, the ESL Series presents:

EASY at Work: Service & Hospitality

- English Communication for Careers
 - Correlated to CASAS and the National Retail Federation's Skills Standards
 - Low lexile level reading for access by all ESL students
 - Designed by teachers & industry subject matter experts



The **EASY at Work** video series delivers ESL instruction, cultural *know-how* and practice for students and employees in the service and visitor-serving industries. Careers covered range from housekeeping and custodial, through retail, food preparation and serving plus many others.

EASY at Work features:

- Workplace English skills and practice
- Job skills and basics that employers expect
- The qualifications needed to get a job
- Job interview and interaction skills

Unit Titles - **EASY at Work: Service & Hospitality**

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|--------------------------------|--|
| 1: Teresa's New Job | 8: Breakfast, Lunch and the Beauty Salon |
| 2: A Tour of the Hotel | 9: Dinner Service |
| 3: The Lobby | 10: Housekeeping |
| 4: The Hotel Kitchen | 11: Retail Sales |
| 5: Front of the House | 12: Taking Care of Business |
| 6: Job Skills & Qualifications | 13: The Custodian Job |
| 7: Job Interviews | 14: Workplace Responsibility |
| | 15: Opportunity Knocking |

For more information contact:

EASY, the ESL Series, P.O. Box 3147, Half Moon Bay, CA 94019

1-800-858-8193 • www.easysol.com

Or contact your local dealer at:

EASY at Work tells the story of Teresa Lopez, the new Manager of Human Resources at the Baker Resort Hotel. She reviews the Departmental needs for new personnel, brings new workers through the hiring process, matches their skills and follows them as they train in the general service, hospitality, visitor serving and retail departments. There are hundreds of scenes and hours of dialogue with coworkers, managers and, of course, customers.

Each of the 15 units has:

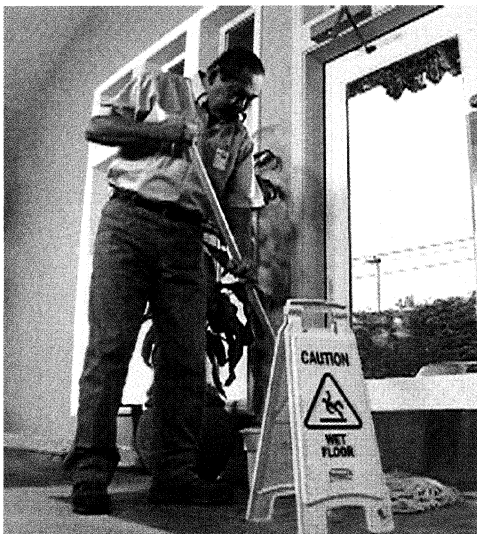
- Lessons that provide real life **Show Me And Tell Me** video sequences to illustrate and teach the ESL and cultural *know-how* needed in the service areas.
- **Vocabulary** that extends and expands the students' language capability in their work environment.
- **Grammar and phrases** that are used in real life, especially some of the confusing and frequently misused grammar constructs.
- **Conversation Practice** that puts the student in the role of the video characters. This powerful interactive practice can be used to practice job interviews, grammar, phrases, pronunciation and real life customer interactions of all kinds.



What do you get?

15 units on separate DVD's **or** CD's **or** a network version, **plus:**

- **Black line masters** of the student **worksheets**. **Over 300 pages** of carefully structured worksheets test the students' comprehension and provide rigorous written practice to ensure a smooth flow through the instructional material. The worksheets have been skillfully designed to suit both classroom and distance learning/home based use.



- **Student Progress Reports, Certificates of Completion and Answer Keys** are all included.
- **Teacher's Guide** with **Lesson Plans, Unit Tests and Answer Keys**.
- **Enhanced Lesson Plans** that can be downloaded from the web and updated for your own or everyone else's use. We want everyone to share their ideas of this video series that has so many uses and target audiences.
- **Scripts** are provided for all video sequences, so that students can read along or study the script together.
- **Keyword Vocabulary and Phrase Lists** for the thousands of vocabulary words and phrases.

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