

## Case Study 1

<b>Company</b>	International Restaurant Chain
<b>Trainee</b>	Service Manager
<b>Profile</b>	<p>Alessandra had recently been promoted to Service Manager working with an international team. In her new role, Alessandra required a much stronger set of English language and communication skills to train and coordinate her service team and liaise with senior managers. Alessandra was frustrated at her dependency on translating from her native Italian, wanted to correct her grammar mistakes and expand her vocabulary. The company is committed to promoting its core values by investment in staff training to develop effective communication techniques. One to One English is a partner in ongoing training of managers and operatives at several London branches.</p>
<b>Programme</b>	<p>Task-based programme setting specific objectives to improve communicative performance in key tasks that Alessandra would perform as Service Manager. Skills mix was 75% speaking skills for face-to-face interactions and telephoning, 25% writing skills for in-service training reports and email correspondence.</p>
<b>Schedule</b>	24 hours: 2 x 1.5-hour sessions per week x 8 weeks
<b>Outcomes</b>	<p><b>Task Based Outcomes</b></p> <p>Alessandra was able to perform much more effectively key tasks including:</p> <ul style="list-style-type: none"> <li>• Motivating and incentivising her team</li> <li>• Delivering workplace inductions and training</li> <li>• Instilling customer service values</li> <li>• Promoting the brand offer accurately and enthusiastically</li> <li>• Maintaining standards and managing change</li> <li>• Showing appropriate respect, politeness and tact</li> <li>• Setting out policies and procedures with clarity and precision</li> <li>• Identifying problematic issues and presenting solutions</li> <li>• Writing internal and external emails without help with proof-reading</li> <li>• Preparing and presenting in-service staff training reports</li> </ul> <p><b>Skills Outcomes</b></p> <p>Significant progress in language skills key objectives including:</p> <ul style="list-style-type: none"> <li>• <b>Accuracy:</b> making far fewer errors, and with raised grammar awareness Alessandra can now continue to self-edit and self-correct</li> <li>• <b>Lexical range:</b> confident in using a much expanded range of natural expressions and idioms related to her workplace and fast food sector</li> <li>• <b>Pronunciation:</b> reduced mother tongue influence on vowel sounds, rhythms of connected speech and intonation producing a more neutralised accent</li> <li>• <b>Style:</b> writing in a context-appropriate register (formal, semi-formal, informal) and how to achieve this with lexical choice, grammar and punctuation</li> </ul>
<b>Testimonial</b>	<p><i>"My English is getting better and better. I really like the quality and teaching system. I enjoyed my course and the way of teaching English. They helped me in listening, pronunciation and writing. Professional and at the same time friendly."</i></p>