

## What is the course about?

This Customer Service and Hospitality ESOL course is for adults whose first language is not English. It helps students improve their spoken and listening English while gaining practical experience in a café environment.

Students will attend a work placement one day per week in a café. The placement focuses on ESOL, customer service, and hospitality and catering skills. This gives students real experience in a working environment.

This ESOL course includes one assignment session each week alongside workplace practice. This helps to build confidence using English in everyday work situations.

Students will work towards recognised qualifications in Customer Service and Hospitality and Catering whilst developing the language, communication, and employability skills needed to work in the UK hospitality sector.

## Why should I choose the course?

This ESOL course is an ideal choice for adults who want to:

- Improve their spoken English and listening skills
- Gain real work experience in a café
- Develop confidence communicating with customers and colleagues
- Gain a practical qualification that supports progression into employment

The café work placement allows you to practise English in real-life situations such as:

- Taking orders
- Speaking to customers
- Handling payments
- Working as part of a team

On this ESOL course, you will be supported by experienced tutors who understand the needs of ESOL students and help you progress at your own pace. At the end of the course, tutors can help you apply for roles within the hospitality and customer service sector, and provide you with a reference.

## What will I learn?

You will learn practical English and workplace skills on this ESOL course, including:

- Spoken and listening English for work
- Customer service language and behaviour



- Greeting customers and taking orders
- Hospitality and café vocabulary
- Teamwork and communication skills
- Health and Safety in hospitality
- Food hygiene awareness
- Using English confidently with customers and colleagues

You will also develop employability skills such as:

- Timekeeping and professionalism
- Following instructions
- Understanding workplace expectations

Tutors will support you in both the classroom and with preparation for your café placement.

## What will the course lead on to?

This ESOL course can help students find work in cafés, restaurants, or other hospitality settings. It can also lead to further ESOL classes or college courses.

Some students could potentially move on to adult apprenticeships in hospitality or customer service.

The ESOL course also helps students feel more confident and independent using English in everyday life.

## Are there any links with industry and university?

This ESOL course contains a work placement in a real work environment. It can open up opportunities with local café and hospitality employers, allowing ESOL students to make connections with local employers.

## What support is available?

You will be supported throughout this ESOL course by:

- Dedicated ESOL and vocational tutors
- Help with language development and workplace preparation
- Additional learning support if needed
- Welfare and student support services

ESOL tutors will help you prepare for your work placement and support you to succeed in the workplace.

## Why should I choose to study the course at Warrington & Vale Royal College?

You should choose to study this ESOL course at Warrington & Vale Royal College because you will be taught by experienced tutors who specialise in ESOL and vocational learning. They understand the needs of adult students who are learning English.

The college has strong links with local employers. This helps students prepare for real work opportunities in customer service and hospitality.



**Warrington  
& Vale Royal  
College**

Warrington Campus  
Winwick Rd, Warrington WA2 8QA

 [wvr.ac.uk](http://wvr.ac.uk)

 01925 494 494

Winsford campus  
Weaver St, Winsford CW7 4AH

 [learner.services@wvr.ac.uk](mailto:learner.services@wvr.ac.uk)

You will learn in a supportive and inclusive environment. Our ESOL courses are designed to help adults progress into work or move on to further study.

Student feedback shows high satisfaction with the course. Many ESOL students also report increased confidence as their English improves.

## What are the entry requirements?

The entry requirements for this ESOL course are:

- Aged 19 or over
- English as a second language
- A basic level of spoken English
- Motivation to improve English and work in hospitality
- Ability to attend a one-day-per-week café placement

## What are my funding options?

Funding for ESOL courses may be available for eligible adult students. Our friendly Learner Services Team can help you explore your options. Call them today on 01925 494 400 or email [learner.services@wvr.ac.uk](mailto:learner.services@wvr.ac.uk)

## Are there any additional costs associated with the course?

Any costs related to this ESOL course, such as uniforms and PPE, will be kept to a minimum and explained in advance. Aprons are supplied and we ask that students launder and bring their apron every week. Support with costs may be available for eligible students through the College Bursary.



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