

# *World Hospitality curriculum*

2026 wk25-48

*\*Please note that lessons are subject to change without notice.*

|     |      | Theme                | Lesson                          |
|-----|------|----------------------|---------------------------------|
| Oct | wk25 | Social Confidence    | Small Talk                      |
|     | wk26 | Social Confidence    | Staying in Touch                |
|     | wk27 | Social Confidence    | Ending Intercations             |
|     | wk28 | Social Confidence    | Month 7 Review                  |
| Nov | wk29 | Discretion           | Rules and Refusals              |
|     | wk30 | Discretion           | Mistakes and Misunderstandings  |
|     | wk31 | Discretion           | Taking and Leaving Messages     |
|     | wk32 | Discretion           | Month 8 Review                  |
| Dec | wk33 | Extra Assistance     | Last-Minute Changes             |
|     | wk34 | Extra Assistance     | Customer Emergencies            |
|     | wk35 | Extra Assistance     | Phone Skills: Managing Calls    |
|     | wk36 | Extra Assistance     | Month 9 Review                  |
| Jan | wk37 | Smooth Communication | Interrupting Politely           |
|     | wk38 | Smooth Communication | Transport Communication         |
|     | wk39 | Smooth Communication | Phone Skills: Taking Messages   |
|     | wk40 | Smooth Communication | Month 10 Review                 |
| Feb | wk41 | Explaining in Detail | Explaining Procedures           |
|     | wk42 | Explaining in Detail | Security and Safety             |
|     | wk43 | Explaining in Detail | Introducing the Local Area      |
|     | wk44 | Explaining in Detail | Month 11 Review                 |
| Mar | wk45 | Goodbye For Now      | Handling Feedback               |
|     | wk46 | Goodbye For Now      | Ensuring Satisfaction           |
|     | wk47 | Goodbye For Now      | Customer Problems After Leaving |
|     | wk48 | Goodbye For Now      | Month 12 Review                 |