

World Hospitality curriculum

2026 wk1-24

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

		Theme	Lesson
April	wk1	A Warm Welcome	Welcoming Guests
	wk2	A Warm Welcome	Products and Services
	wk3	A Warm Welcome	Checking and Confirming
	wk4	A Warm Welcome	Month 1 Review
May	wk5	Managing Information	Scheduling and Availability
	wk6	Managing Information	Phone Skills: Bookings
	wk7	Managing Information	Handling Payments
	wk8	Managing Information	Month 2 Review
June	wk9	As You Wish	Taking Orders
	wk10	As You Wish	Email Skills: Customer Inquiries
	wk11	As You Wish	Special Requests and Requirements
	wk12	As You Wish	Month 3 Review
July	wk13	Above and Beyond	Proactive Service
	wk14	Above and Beyond	Upselling and Cross-selling
	wk15	Above and Beyond	Giving Directions
	wk16	Above and Beyond	Month 4 Review
August	wk17	Hospitality on Tour	Introducing a Tour
	wk18	Hospitality on Tour	Transport and Travelling
	wk19	Hospitality on Tour	Guiding on Location
	wk20	Hospitality on Tour	Month 5 Review
September	wk21	Inside and Out	Phone Skills: Internal vs External
	wk22	Inside and Out	Email Skills: Internal vs External
	wk23	Inside and Out	Announcements and Instructions
	wk24	Inside and Out	Month 6 Review