



In-House English Training *for your team*

English training delivered where your team actually works. In your hotel, restaurant, café, kitchen, ward or office.

HOSPITALITY · CATERING · HEALTHCARE & CARE · RETAIL & SERVICE · OFFICES

THE CASE FOR IT

What weak English is costing you

It rarely shows up on a report. It shows up on the floor. An order taken down wrong. An allergen question answered vaguely. A complaint that grows because nobody could explain. An instruction repeated three times in the middle of service. A good worker who never gets promoted, held back by confidence rather than ability.

Training the whole team on site, in the language of their own workplace, closes those gaps faster than sending one or two people off to evening classes. Staff who can do their job with confidence also tend to stay longer.

OUR APPROACH

Tailored to your business

No generic courses. Every programme is built around your team's roles, environment and level, so staff learn exactly the English they need to do their jobs better, from day one.

We work from your material. Your menus. Your booking system. Your handover sheets. Your safety notices. Your team practises the conversations they will actually have tomorrow morning, not textbook dialogues about airports and holidays.

Guidance, not just lessons. The English that matters to you.

WHO WE TRAIN

Hotels & Restaurants

Front-of-house staff who greet, seat, take orders, answer the phone and handle complaints.

Hospitals & Care Homes

Support and care staff speaking clearly with patients and residents, and documenting accurately.

Kitchens & Catering

Back-of-house teams following instructions at pace, communicating allergens and handing over shifts.

Offices & Service Businesses

Teams who need workplace English for meetings, email, calls and customers, plus the supervisors who lead them.

What your team learns

Programmes are built from the modules that fit your business. Most teams combine two or three.

Guest & Customer Communication

- Greeting, seating and reading the room
- Taking and confirming orders accurately
- Handling requests and special needs
- Managing complaints before they grow
- Phone and email bookings

Kitchen & Back-of-House

- Following instructions under pressure
- Food, equipment and prep vocabulary
- Allergen and dietary communication
- Safety and hygiene language
- Clear shift handovers

Patient & Resident Communication

- Clear, respectful everyday language
- Giving and confirming instructions
- Understanding fast local speech
- Accurate handover and documentation

Everyday Workplace English

- Rotas, shifts and calling in
- Asking for clarification confidently
- Colleagues, small talk and teamwork
- Understanding notices and policies

Professional & Office English

- Meetings and phone calls
- Clear, correct email
- Presenting information
- Short reports and written updates

Supervisor & Team Leader English

- Briefing a team at the start of a shift
- Delegating clearly
- Giving feedback that lands well
- Raising and escalating problems

Pronunciation & Listening, included in every programme

- Being understood the first time, without repeating
- Understanding Irish and international accents at normal speed

HOW IT WORKS

From first call to certificate

1 Free consultation

A short call, and a visit if it helps, so I can see the roles, the shifts and the problems you are actually having.

2 Level check

A quick assessment of everyone taking part, so groups are formed by level rather than at random. Nobody is bored and nobody is lost.

3 Programme design

You get a written programme built for your team, using your own workplace material, with clear objectives for each block of sessions.

4 On-site training

Sessions run at your premises and fit around your rota, including early starts, late finishes and weekends.

5 Progress report and certificate

A written progress report at the end, and a certificate of completion for everyone who takes part.

PRACTICAL DETAILS

WHERE	On site at your premises
GROUP SIZE	Usually 4 to 12 per group, and flexible to suit your team
SESSIONS	60 to 90 minutes, once or twice a day, scheduled around your rota
FORMATS	One-day workshops, week-long or month-long intensives, weekly blocks of 8 to 12 weeks, and weekend courses
LEVELS	Beginner to advanced. Mixed-level teams are split into groups
MATERIALS	Prepared and provided, built around your workplace
CERTIFICATION	Written progress report plus a certificate of completion for each participant
INVESTMENT	Quoted per programme, based on group size, hours and location

Request a quote

Tell me the business, the roles involved and roughly how many staff, and I will send you a written proposal.

EMAIL fastenglishonline.rc@gmail.com

ONLINE fastenglishonline.com