



OISE – Case Study: Hospitality Management student

1. The Student

Course Duration: 5 weeks

Current Level of English: IELTS 6.5

Academic and Professional Context

The student joined OISE having recently achieved IELTS 6.5 and ahead of beginning his studies at Les Roches, where he will study hospitality management.

He already possessed a solid foundation in English but needed to develop the accuracy, professional vocabulary and communication skills required for an international hospitality environment.

Diagnostic and Course Design

The initial assessment identified several priorities:

- Greater control of grammar and tense usage
- Formal email writing without reliance on AI
- Hospitality and tourism-specific terminology
- Customer complaint handling and problem solving
- Interview-style communication
- Marketing and social media language
- Confidence producing English independently

Computer-based work was also incorporated throughout the course to develop his touch-typing skills alongside his written English.

2. Issues Observed

Grammar and Language Accuracy

The student required greater consistency in his use of present, past and future forms, as well as improved sentence structure and syntax. The objective was to move beyond knowledge of grammatical rules towards accurate, automatic use in realistic situations.

Hospitality and Professional Communication

His general English needed to be supplemented with language appropriate for hospitality, including:

- Hospitality and tourism terminology
- Formal and diplomatic client-facing language
- Professional email structure and register

- Language for requests, complaints and service recovery
- Interview and internship communication

A further priority was developing the ability to analyse problems independently and communicate appropriate solutions without relying on AI tools.

3. OISE Methodology

Personalised Learning

The student's programme connected language development directly with the situations he is likely to encounter during his hospitality studies, internships and future career.

Grammar was embedded within practical tasks rather than treated solely as an isolated subject. Activities included professional correspondence, customer interactions, interviews and hospitality problem-solving scenarios.

Teaching Focus

Hospitality case studies and roleplays were used extensively. The student was presented with realistic customer problems and required to identify the issue, consider alternative responses and communicate an appropriate solution.

Professional writing tasks included:

- Customer enquiries and responses
- Formal emails
- Complaint handling
- Professional requests

These were completed without AI assistance and subsequently reviewed for grammar, structure, register and clarity.

Marketing and social media topics were also incorporated, developing persuasive language, audience awareness and contemporary hospitality vocabulary.

Interview preparation included repeated roleplays covering personal introductions, motivations, competency questions and hospitality scenarios, followed by targeted language and performance feedback.

4. Progress and Outcome

Achievements and Progress

Over the five-week programme, the student demonstrated:

- Improved grammatical and tense control
- Greater confidence producing formal emails independently
- Expanded hospitality and tourism vocabulary
- Stronger customer complaint-handling strategies
- Improved critical thinking and independent problem solving
- Greater confidence in interview-style communication
- Increased ability to produce extended computer-based work independently

Immediate Applications

The student is now better equipped to begin hospitality management studies in an international environment, communicate professionally with customers and colleagues, approach future internship interviews confidently and respond appropriately to realistic hospitality challenges.

Long-Term Development

The programme provided a bridge between the student's existing IELTS-level English and the practical communication demands of international hospitality management. He leaves with greater linguistic accuracy, professional vocabulary and independence as an English user, providing a strong foundation for his studies and future hospitality career.