



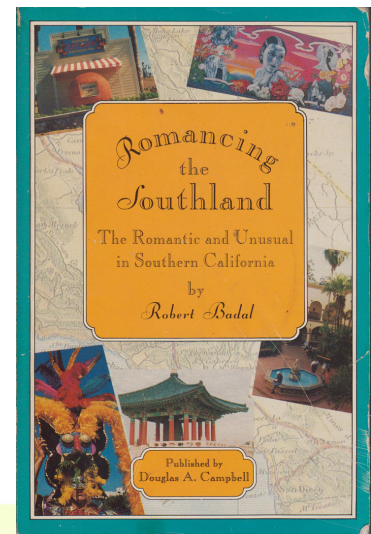
Robert Badal Business & Teacher Training Experience:

Hospitality Industry English

<https://blseducation.com>

info@blseducation.com

Robert Badal has a long history of involvement with the travel and tourism industry. Starting at a young age, in his hometown of Los Angeles, he gave seminars and tours about local history and unique places to visit. He became a media personality talking about the romantic and unusual in Southern California and wrote an award-winning, bestselling guidebook, published in 1995, *Romancing the Southland*. See his website, <https://www.robertbadal.com>.



When Robert became an English teacher in 2002, it was natural that his interest in the tourism and hospitality industries would eventually lead him into teaching English for the hospitality industry.



While serving as a professor at Nanzan University in Nagoya (see Teaching Experience: University), from 2009 - 2011 Robert would travel to Shanghai on his vacations and teach Hospitality English to the staff of the Holiday Inn Vista Shanghai.



Starting with his experience at the Holiday Inn Vista Shanghai, he developed a Hospitality Industry teaching program for all departments of a hotel.



Holiday Inn Vista Shanghai

Robert gave English training to our front-line hotel staff. He gave several lessons in which he taught them many aspects that they could use during their work and also in their daily life. He taught specific words and sentences used in their departments. For example for our food & beverage staff he took the menus from the restaurant and did role-plays, taking orders as a guest using different accents from different countries. He also focused on cultural aspects such as how American guests would look at the Chinese restaurant menu and what kind of questions they would ask about ingredients and healthy food choices. Other lessons included how to speak to foreigners in the hotel and how the guests would speak to them, focusing on words and sentences that are only used in spoken language that go beyond text-book material. What I also found great was that he put the initially tense staff at ease so that they became confident enough to ask their questions and practice the newly learned material.

Eelco Holwerda, Assistant Food & Beverage Manager, Holiday inn Vista Shanghai

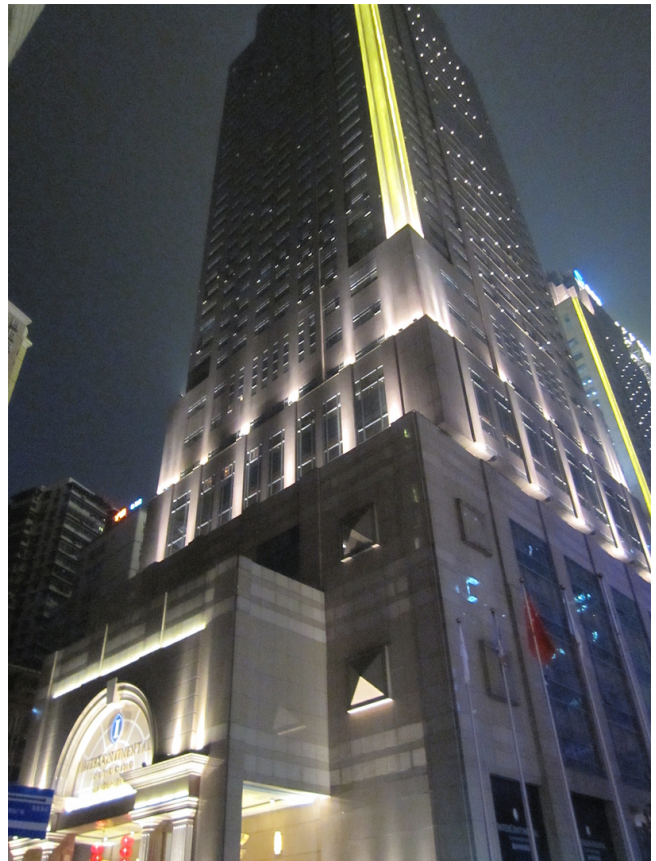
Robert 曾经一度为我们酒店的不同部门的一线员工进行了英语培训。他所传授的课程包括了职业与日常生活及多方面的用语相结合。他教了相应部门的特殊词汇及句型，比如，对于我们餐饮部门员工，他使用餐厅的实际菜单进行了实际情景对话演练，另外还有，进行了对于来自不同国家操着不同口音的外宾点餐时的操作。同时他也很重视在文化差异方面的培训，比如，美国客人怎么去看中餐菜单，或者他们可能会问到关于菜的调料和健康食品的选择。其他课程包括在酒店怎么与外宾交谈和客人想怎样和他们进行对话，专注于除了课本以外并只用与口语的词汇与句型。同时，我也注意到了，Robert 的好的独到之处是，对于一些说英语紧张的员工他会他的方法使员工不再紧张，使他们更加自信，从而可以提出他们的问题和新学到的知识，学以致用。

Eelco Holwerda, Assistant Food & Beverage Manager, Holiday inn Vista Shanghai
証言

These programs were acclaimed by both management and staff in all departments!



When Robert relocated to Chongqing China in 2012 to teach English (see under Teaching Experience, Teaching Experience: English for Kids & Teaching Experience: Test Preparation, Immigration, & Study Abroad) and later consult for Changan Ford (see under Business & Teacher Training Experience, Experience: Corporate & Government Consulting) he continued his Hospitality English training for the Intercontinental Hotel Group at the Intercontinental Hotel Chongqing .



This was one of the most rewarding and enjoyable experiences of Robert's career!



When Robert announced he was moving to Korea, the hotel General Manager, Sharon Fraser, and the staff, gave him an unforgettable farewell party and dinner. He will never forget this experience!



12 July, 2012
2012年7月12日

To Whom It May Concern,
敬启者

It gives me great pleasure to write this recommendation letter for Mr. Robert Badal.
在这里非常高兴地将 Robert Badal 先生推荐给您。

As the guest English teacher, Mr. Robert Badal, has a very rich experience in teaching and has conducted English training for my hotel employees these two years. His professionalism and interactive training skills are enjoyed greatly by our employees. And Robert gives a lot of inspiration into all his classes.

Robert 为我们酒店的英语客座讲师, 分别于去年及今年在我酒店为员工进行英语培训。他有着极丰富的教学经验, 在我酒店任教期间, 其活泼的教学风格、专业的教学态度, 受到酒店员工极大好评。同时, Robert 的教学方式对员工启发良多。

I would have no hesitation in recommending him to any establishment for professional English training.
我将毫不犹豫地推荐他为贵公司人员进行专业的英语培训。

Sincerely,
此致,

A handwritten signature in black ink, appearing to read 'Sharon Fraser'.

Sharon Fraser
General Manager
总经理



101 Minzu Road, Yuzhong District, Chongqing, 400010 P.R.China 重庆市渝中区民族路101号 邮编: 400010
Tel/电话: (86 23) 8906 6888 Fax/传真: (86 23) 8906 6999 Website/网址: www.intercontinental.com
Toll Free Reservations Number (China)/中国区免费订房电话: 400 8840 888





Robert moved to Daejeon South Korea in 2013 to teach at Woosong University (see under Teaching Experience, Teaching Experience: University). Among other subjects, he taught English for the Culinary Studies department.

