



upskill



lal corporate language solutions



English as a second language is spoken by more people than all the other languages in the world put together!

Get your team **speaking the language** of global business

The ability to communicate effectively in English is essential in today's world.

Competition is tough in the international sector of tourism and hospitality, and businesses competing in this global arena face constant challenges from the struggle to have their staff operate effectively across countries and cultures.

Effective communication leads to effective operations, and equipping your staff to communicate effectively in English is key to your business success.

English is the global lingua franca. It is the language of international diplomacy and politics. It is the language of international business and tourism, both on the ground and in the skies. Hoteliers, transport and leisure providers consistently default to the English language, while pilots, cabin crew, air traffic controllers, and airport ground staff cannot function without it. And English is the language of academics, whereby schools and universities across the globe, increasingly deliver their courses using the English language. The reason is simple: English as a second language is spoken by more people than all the other languages in the world put together! Competence in English is not just desirable, it is the essential currency of communication in today's world.

Our DNA

English. Tourism. Business.

At LAL, we know that your staff will be judged on their communication skills, and their ability to understand and utilise the English language.

That's because LAL is the English language support specialist in the tourism sector. We understand this sector better than anyone. LAL provides a selection of carefully designed programmes to skill up your staff, enhance your organisation's objectives and so realise your full potential.

So why LAL? For nearly 40 years, LAL was the English Language division of FTi, a leading European tour operator. As a vertically integrated training provider to FTi's 10,000 employees in dozens of countries, at LAL we know the requirements of the tourism sector and we have the solutions to ensure your customers receive clear, polite, appropriate and accurate communication from your staff, while your staff engagement with business clients is delivered with sophistication and professionalism. As well as specialising in tourism, LAL is an established international teacher training provider, equipping teachers around the world with high levels of English language expertise.

39

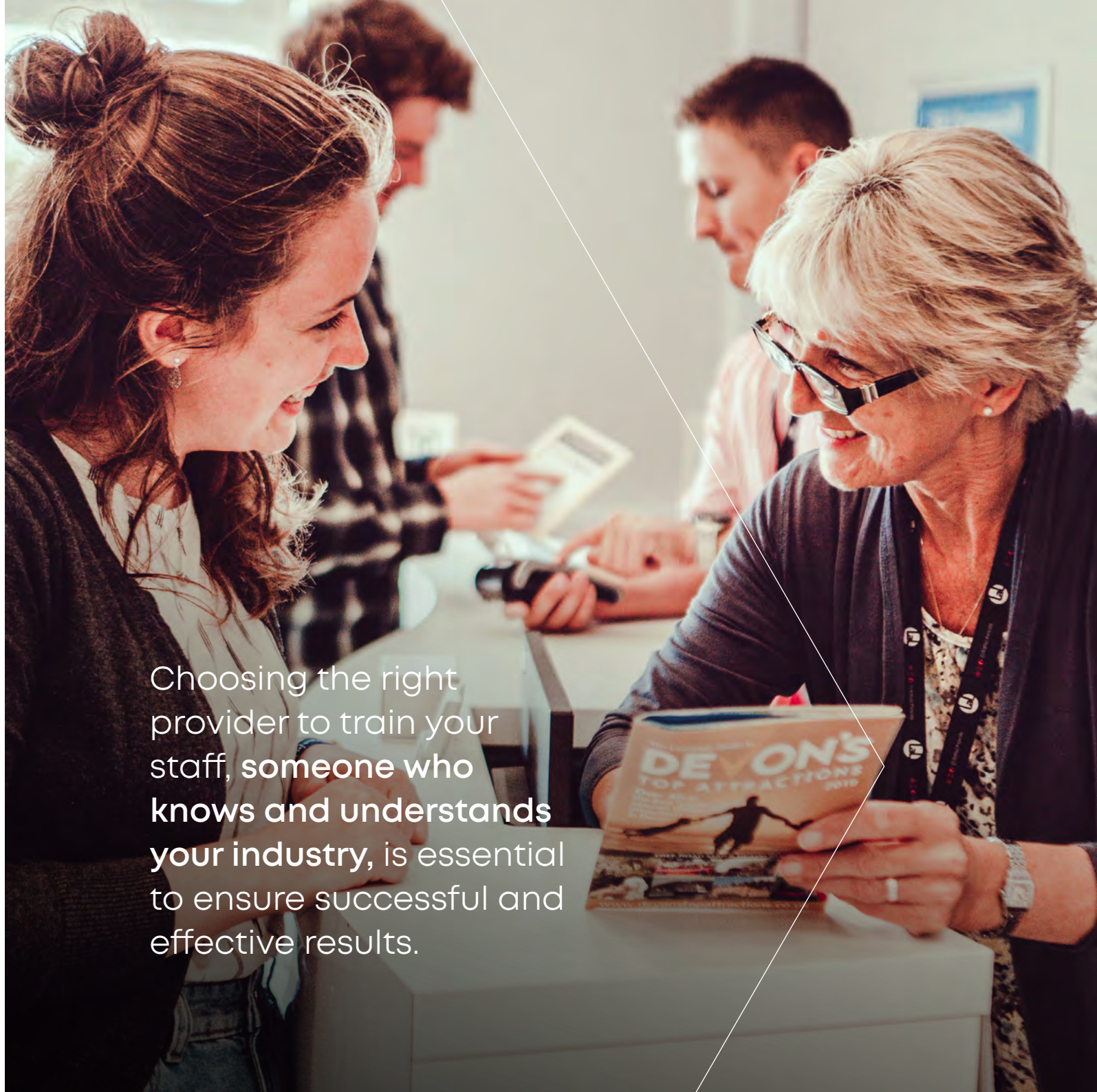
years teaching English

250,000

students taught

138

nationalities

A photograph showing a young woman with long brown hair tied in a bun and an older woman with short grey hair and glasses. They are both smiling and looking at a brochure titled 'DEVON'S TOP ATTRACTIONS 2016'. The brochure features a silhouette of a person running. In the background, other people are visible, including a man in a plaid shirt and another man in a pink shirt. The setting appears to be a training or meeting environment.

Choosing the right provider to train your staff, **someone who knows and understands your industry**, is essential to ensure successful and effective results.

“

It's absolutely changed me as a person. I've never had a five weeks that have been so intense and on a personal level I just feel like I can go out there and do anything right now.

Joshua Flynn, CELTA at LAL Torbay

”

“

Our LAL graduates from Meeting Point Hotels, Destination Management Companies and other business units continue to embrace the spirit of the program in order to **better themselves both professionally and personally** in the English language through the expertise of LAL Language Schools.

I believe that allowing the participants to fuse learning and culture whilst being immersed in an English-speaking environment has **built their confidence** when dealing with guests and clients.

Upon completing the course, everyone has shown a **remarkable ability to connect on many different levels**, allowing them to express themselves more freely to other cultures both at work and at home.

Damian Milton, **Chief Human Resources Officer**,
Meeting Point International

”

LAL Upskill

Language solutions designed for your business

LAL has developed a suite of off-the-shelf English language training programmes bringing together what lies at the core of our ethos: tourism, business, aviation and education, as well as bespoke solutions equipped to provide your organisation with the training you need: this is Upskill.



English Training Courses for all your needs

inbound

Hospitality, Travel & Tourism

Our 'Pathfinder' hospitality English courses are designed to build and enhance the English language skills across a range of work details, including airport meet and greet; hotel front desk as well as bar and restaurateur food and beverage services. No more frustrated and disappointed customers, unable to understand or be understood. Our courses will skill your staff at all levels with the means to delight your customers and drive up your satisfaction ratings.


plane language

Aviation English

English is the language of aviation. Our range of 'Plane Language' skills courses are designed to equip trainee pilots, air traffic controllers, cabin and ground crew with the essential lexical, pronunciation and intonation skills that are required to guarantee precise, timely and unambiguous communication. Our courses carefully combine relevant content with the communicative skills required to deliver the critical outcomes of accuracy and clarity.

train2teach

Education

Academic institutions are only ever as good as their teachers and lecturers. Our 'Train 2 Teach' Teacher Training Courses are designed to optimise the linguistics skills of teaching staff to the highest degree, ensuring that teachers are able to deliver the full value of courses where English competence is essential to the curriculum.

bespoke

Tailor-Made Bespoke Solutions

And it doesn't stop here. At LAL, we work with clients to tailor training solutions to fit every organisation's dimensions and dynamics, no matter what the industry or the budget. LAL's course design team calibrates and engineers outcomes for organisations across a full range of sectors where optimised English is a requirement, from the law to diplomacy and from entertainment to industry.

Consultative approach

Finding solutions together

Our processes are comprehensive and we believe that understanding your training needs and environment is key to delivering cost effective solutions. Whether at one of our training centres around the world or in situ at your own organisation, LAL will work with you to construct the course that meets your objectives and ties in with your budgets.

Together we will

- analyse your workflows
- assess the aptitude of your staff
- arrange and facilitate the best training environments
- adapt our approach to meet with sensitivity the cultural and ideational needs of your staffing body
- assiduously monitor and progress test your staff
- avail your organisation of a better skilled workforce on time and on cue.

Course Engineering

Our methodology will be adapted to meet the needs of different cultures and include from among the following didactic approaches.

- private face to face tutorials
- group classroom based sessions
- online classroom based sessions
- structured grammatical input
- communicative fluency sessions
- practical application sessions
- testing and examinations

Quality you can trust

All our training centres are accredited by the most prominent boards in each country. We are also members of English Language Teaching trade bodies around the world.

Accredited by the
 **BRITISH COUNCIL**
for the teaching
of English in the UK

MEMBER
 **ENGLISH UK**

 **Cambridge English**
Exam Preparation Centre

 **EDUCATION SOUTH AFRICA**

 **SAYTC**
SOUTH AFRICAN YOUTH TRAVEL CONFEDERATION

 **higher education & training**
Department
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

 **upskill**
 corporate language solutions

Contact our expert to find
your English training solution

expert@upskill.international
upskill.international

