

ENGLISH LANGUAGE AND HOSPITALITY TRAINING

holmesglen

CASE STUDY

Program: English Language and Hospitality Training

Location: Hokkaido, Japan

Duration: 2017 - Present

Client: Kamori Kanko Rusutsu Resort

What have we been doing?

Kamori Kanko is a leading Japanese hospitality company operating 30 facilities including ski resorts, golf courses and hotels. The Rusutsu Resort in Niseko region is its largest operation, providing year-round resort facilities, including one of the largest ski fields in Japan

In 2017 Kamori Kanko employed Holmesglen to deliver training in the resort. Holmesglen, in partnership with Kamori Kanko, works with new recruits to train them in hospitality and English. The customised programs are designed to ensure expatriate and local employees on front desk, wait staff and retail workers can better serve visitors from all over the world.

Holmesglen provided preliminary language testing of employees and a preparatory online English course customised for Kamori Kanko. In-country visits by Holmesglen specialist instructors in training for front desk, hospitality and retail have been conducted. The groups are split to deliver industry specific training at a language skill level that is comfortable for the learner.

In addition, a group of Holmesglen hospitality students visited Kamori Kanko and undertook work experience at the resort and carried out an English language “buddy” program to assist the Japanese employees develop their English skills. The visit was timed to coincide with the hospitality team training visit.

Holmesglen has also delivered an interactive session on cultural diversity attended by all employees. Kamori Kanko employs workers from all over the world and is highly proactive in creating a welcoming and accepting workplace.



What have we achieved?

Holmesglen’s English Centre has developed four separate learner guides, each one for a different group:

- English for Rusutsu Resort Hotel Staff
- English for Rusutsu Resort Retail Staff
- English for Rusutsu Resort Food & Beverage Staff
- English for Rusutsu Resort Ski School & Activity Staff

The guides are similar in grammar, but different in context. For example, “role play” within each of the guides was written with information specific to Rusutsu Resort, with actual names of the restaurants and shops, prices, activities available used.

A “FAQ” booklet of questions that staff are asked by their customers was also created.



Chieko Kashino

English Language Training - Kamori Kanko Rusutsu Resort

I joined the English lesson online from home during the COVID-19 crisis. It was useful and effective to improve my English skill. It was great for me to be able to learn English from home as I am a working mother and it’s difficult for me to go abroad for a long time. During the program, I made a lot of international friends on the screen and enjoyed chatting with them. Teachers are always kind and patient, and I learned a lot not only English but other cultures.

Thank you for giving me the opportunity to learn. Learning is a lifelong thing. I hope I can see teachers and classmates in near the future again.