



3A HOSPITALITY ENGLISH CERTIFICATION PROGRAM

3Aenglish.com

WHAT IS YOUR PRODUCT?

3A Hospitality English Certification

WHAT PROBLEMS DOES 3A CERTIFICATION SOLVE?

It provides employers and hospitality schools a trusted evaluation standard in relation to English as a foreign language and international service expectations. Basically, they will speak the **right English** while delivering the **right service** at the **right time**.

WHAT ARE THE BENEFITS OF 3A CERTIFICATION?

Better jobs for students. Better employees for hotels. Better service for guests.

WHAT ARE THE COMPONENTS OF 3A CERTIFICATION?



HOW DO WE GET STARTED?

Please reach out and say hello!

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Learning & Language Map (Textbook + Workbook)

| Unit | Industry Knowledge & Language (ESP) |
|---|--|
| 1 Cultural Differences <i>Examine the different cultures that visit China</i> | <ul style="list-style-type: none"> Identifying visitors and defining cultural awareness Introducing hotels, hotel rooms, and staff departments Use word stress to sound more fluent in English |
| 2 Stereotypes <i>Become aware of how your own stereotypes and attitudes affect service</i> | <ul style="list-style-type: none"> Generalizations VS. stereotypes Avoid stereotyping by using special language Introduce the various parts of a hotel Introduce the hiring process, interview questions |
| 3 International Service Expectations <i>Learn about what your international guests expect</i> | <ul style="list-style-type: none"> Welcoming and servicing international guest Common conversations in the Spa, Maintenance & Security Departments |
| 4 Nonverbal Communication <i>Control your body language and read your guest</i> | <ul style="list-style-type: none"> Use professional body language in the workplace Interpret and use nonverbal cues (Body language, posture & gestures, personal space, eye contact) |
| 5 Conscious Communication <i>Learn to communicate effectively and clearly</i> | <ul style="list-style-type: none"> Using critical thinking and active listening to increase communication Use professional responses during guest interactions |
| 6 Connecting With Guests <i>Understand small talk and enhance communication skills</i> | <ul style="list-style-type: none"> Develop skills to make a good first impression Small talk/ connecting with guests |
| 7 The Language Of Hospitality <i>Learn the proper language to use in a professional environment</i> | <ul style="list-style-type: none"> Use professional language in a hotel setting Communication skills (telephone, emailing) Dealing with “tricky” guest situations |
| 8 Amenities & Attractions <i>Talk about the special features of your hotel and area.</i> | <ul style="list-style-type: none"> Use descriptive language when talking about amenities & attractions Learn to give directions inside and outside the hotel |
| 9 The Guest Cycle <i>In-depth exploration of the stages of the guest cycle and the role of the front office.</i> | <ul style="list-style-type: none"> Learn to use direct and indirect speech to communicate diplomatically and request information Understand the guest cycle and staff roles Review common phrases and scenarios for each stage |
| 10 Exceeding Expectations <i>Learn to go “above and beyond” what is expected, and enhance sales techniques.</i> | <ul style="list-style-type: none"> Use positive generalizations (traveller type / cultural background) to implement anticipatory service Develop communication skills to read your guest, create an experience and exceed guest expectations |
| 11 Requests & Recommendations <i>Handle guest requests, give recommendations, and learn to ask for more information</i> | <ul style="list-style-type: none"> Develop skills to say “no” politely; turn guest requests into personalized recommendations Develop suggesting and up-selling skills |
| 12 Complaint Management <i>Learn to handle complaints and deal with frustrated guests</i> | <ul style="list-style-type: none"> Learn proven processes to deal with guest complaints Apply professional language in complaint situations Use word stress to change sentence meaning |

Use this map to identify the key language points of each unit (textbook & workbook). Language concepts are introduced in the textbook and are developed and applied in the workbook.

| Vocabulary Focus | Language Skills Focus | Unit |
|---|---|-----------|
| <ul style="list-style-type: none"> Countries, peoples, culture Common hotel room items Hotel department names | Reading • Comprehension, reading tables & graphs Listening • Syllables and word stress placement | 1 |
| <ul style="list-style-type: none"> Hotel areas, prepositions of place Stereotyping words Indefinite pronouns | Listening • Sentence stress, English rhythm, timing Speaking • Job interview training • Tone of voice | 2 |
| <ul style="list-style-type: none"> Prepositions of time (Time of day) English for Spa, Maintenance & Security departments | Reading • Case study, guest expectations (comprehension) Speaking • Greetings & goodbyes (including time of day) | 3 |
| <ul style="list-style-type: none"> Communication terms Food & Beverage (kitchen) | Listening • Listening for nonverbal cues Speaking • Using introductions & greetings | 4 |
| <ul style="list-style-type: none"> Housekeeping (Room Attendant, cart items, room amenities) Room status | Listening • Common housekeeping requests • Active listening Speaking • Housekeeper/ guest interactions • Paraphrasing, summarizing | 5 |
| <ul style="list-style-type: none"> Food & Beverage (Room Service) Food & Beverage (Banquets) | Speaking • Polite speech, softening language, modal verbs, qualifiers, active voice, passive voice • Small talk topics; topics to avoid | 6 |
| <ul style="list-style-type: none"> Essential hospitality words Telephone action phrases Front office (reservations) | Speaking • Using professional language • Telephone skills Writing • Emailing in English • Taking a message | 7 |
| <ul style="list-style-type: none"> Describing words, adjectives Prepositions (advanced) Rooms (Bell Attendant) | Speaking • Descriptive language, selling language • Prepositions of time & place, giving directions • Giving directions on maps | 8 |
| <ul style="list-style-type: none"> Guest process stages & needs Common phrases during stages Front Office (Front desk) | Listening • Gathering information Speaking • Softeners, modal verbs, direct/indirect questions, past continuous tense, rephrasing negative sentences | 9 |
| <ul style="list-style-type: none"> Parts of a restaurant Food & Beverage (waiter) | Writing • Writing scripts Speaking • Service language (dialogues) • On the job scenarios, dialogues & role play | 10 |
| <ul style="list-style-type: none"> Request & recommendations English for the Concierge | Listening • Understanding requests Speaking • Responding to requests, suggesting, up-selling | 11 |
| <ul style="list-style-type: none"> Common hotel complaints | Listening • Recognizing complaints Speaking • Empathetic speech, resolving complaints | 12 |

Unit Map & Study Guide

Use this guide to easily find the unit sections of the textbook. We have included the learning objectives and key points to help you study for your final test. The “Core” column tells you the main learning category (core concept) of the section.

| 1 | Cultural Differences | Core | P# |
|-----|---|------|----|
| 1.0 | Self-Assessment, Learning Objectives, Introduction | | 1 |
| 1.1 | International visitors | C | 2 |
| 1.2 | Cultural awareness in service | C, S | 3 |
| 1.3 | Word stress | L | 5 |
| 1.4 | Word stress and syllables practice | L | 7 |
| 1.5 | Perspective | C | 8 |
| 1.6 | The Lodging Industry: Hotels VS. Resorts | IK | 9 |
| 1.7 | The hotel room | IK | 10 |
| 1.x | Getting to know the hotel: Leadership (General Manager) | IK | 11 |
| 1.x | Vocabulary | | 13 |
| 1.x | Reflect | | 14 |

Learning Objectives

- Differentiate between your cultural needs, and those of others.
- Use English professionally because it is the language of International Business.
- Develop sensitivity to cultural differences and communicate effectively with people from other cultures to provide appropriate customer service.
- To learn that word stress is the key to understanding and being understood in English.
- Demonstrate good customer service by understanding the other's point of view.
- Differentiate between resorts and hotels to identify the purpose of guest visit.

Key Points

- Many visitors will have English as their first or second language; it is the common language of international business.
- Culture can be defined as a system of beliefs and values shared by a particular group of people.
- People from different cultures may have different views on what good customer service is.
- Be aware of your OWN attitudes, your OWN beliefs, and your OWN behaviors.
- Good English communication requires appropriate word stress. Word stress rules:
 1. One word can only have one stress.
 2. Only vowels can be stressed. (a, e, i, o, u)
- Consider both sides to gain appropriate perspective in any situation.
- Guests will choose different lodgings (hotel vs. resort) for different purposes, which influence their expectations of service during their stay.
- The primary purpose of a hotel has always been to provide a place for travellers to sleep, however nowadays people expect so much more.

CORE



C = Culture & Communication
Cultural understanding and communication between people.



S=Sales & Service:
Customer service and sales focus.

Module 2: U1 Cultural Differences: Using Word & Sentence Stress

SECTIONS: 1.3 / 1.4

Learning Objectives

At the end of this lesson, students will...

KNOW: A stressed syllable is louder, longer, clearer and higher pitched than unstressed syllables.

BE ABLE TO: Use appropriate word stress to produce good English communication.

THINK ABOUT: How word stress is the key to understanding and being understood in English

Core Competencies

Industry Knowledge & Language (ESP): Use word stress to sound more fluent in English.

Required Reading

PRE-READING

- ☐ 1.3 Word stress (TB 5)
- ☐ 1.4 Word stress and syllables practice (TB 7)
- ☐ Textbook Translation – (WB 14-15)

FOCUS VOCABULARY

syllable 5
hospitality 7
perspective 8

Classwork

Module Introduction

1. Preview module using **KNOW / BE ABLE TO / THINK ABOUT**

1.3 Word stress (TB 5)

2. Discuss “Word stress is the key to understanding and being understood in English” Why is word stress so important to understanding? Instruct students to **LEARN** how to find the stressed part of a word.

3. Practice “Counting Syllables” (TB 5)

- ☐ **ASK:** What is a syllable?
**A syllable is a unit of organization for speech sounds.*
- ☐ Demonstrate and practice both The Chin Method and The Tap Method (note: tap each time you hear a VOWEL (A, E, I, O, U) as a separate sound.
- ☐ Which part of a word is emphasized when using word stress? **Vowels*

4. **ASK: What is word stress?**

**A stressed syllable is generally said: Louder, longer, clearer or higher pitched than an unstressed syllable.*

- ☐ Have student read: Word stress rules (TB 6)

5. Review two-syllable rules, and compound words (TB 6)

6. Learn word stress using a rubber band (WB 5)

- ☐ Do exercise F: ***** NEED RUBBER BANDS! *****
- ☐ Practice: Workbook (WB 5)
- ☐ F.1: What countries are these people from (WB 5)
- ☐ F.2: Practice saying these words (WB 5)

EXTENSION 3: Practice

Return to Workbook: Word Stress Practice: D: Continents & Countries (WB 2-3) to practice syllables in continents.

1.4 Word stress and syllables practice (TB 7)

7. Practice in small groups: Part A - Countries & Peoples

8. Part B: Point out how word stress ‘moves’ in examples.

9. Review G: More word stress rules (WB 6)

- ☐ Practice G.1 Numbers (WB 6)

Assign Pre-reading and Homework

PRE-READING

- ☐ 1.6 The Lodging Industry: Hotels VS. Resorts (TB 9)
- ☐ 1.7 The hotel room (TB 10)
- ☐ 1.x Getting to know the hotel: Leadership (TB11)
- ☐ Textbook Translation (WB 14-15)

HOMEWORK

- ☐ More sentence stress practice - Workbook: I: Syllable practice (WB7)
- ☐ I.1: Syllable practice – hotel vocabulary (WB 7)
- ☐ I.2: Syllable practice – two-three syllable words (WB 8)

- 了解更多你可能会接触到的文化
- 了解在其他文化交际中，手势、肢体语言和问候是如何运用的。观察他人，丰富自我知识。
- 试图了解人们是如何领会并对你做出回应的。
- 了解自我偏见，学会从他人角度看问题。
- 不要以你想当然的方式接待他人。相反，试着了解他人所期望的接待方式。在一种文化中，被视为礼貌的，或许在另一文化中被认为是粗鲁的。
- 称呼成年人时，要使用他们的姓氏，除非他们要求你称呼他们的名字。

最重要的是：

保持尊重！ 尊重他人，尊重文化，并且尊重差异。

1.3

英语中，重音是理解他人和被他人所理解的关键所在。

并不是所有的语言都有重音，但英语中重音的运用犹如汉语中音调的使用一样重要。在汉语中，即使说话者发音正确，但若语调有误，也会使听者很难去理解他要表达什么。重音也是如此。如果单词重读不当，听话者则需要努力去理解交流中的话语。这样便会导致交流产生困惑甚至挫折。

每个英语单词都有音节，每个音节至少包含一个元音（a, e, i, o 或u，有时y）。在所有包含两个或者更多音节的单词中，每个单词都会有一个音节（重读音节）比其他音节（非重读音节）读得更重。

重读音节比非重读音节更响、更长、更清楚、音调更高。

重读规则

1. 一个单词只有一个重音。
2. 只有元音可以被重读（a, e, i, o, u）

1.5

从另一个角度看待事情

不仅了解不同文化之间的差异是重要的，试图从他人的角度看待事情也是同样重要的。当你了解了顾客的背景时，跟他们打起交道来会更容易。

意识

- 了解新事物
通过从他人的角度看待事情，你会察觉到他们的想法和需求

态度

- 站在不同的角度看事物
如果你从他人的角度看待事情，那么你将会有什么，将会感受到什么或者说什么？ 你将如何调整自己对待他人的态度？
- 聆听
聆听有助于你从他人的角度看待问题。在你没有听清并了解他人所说的话以前，不要断定他人是错的。
- 适应力
记住：背景带来的影响是客观存在的
来自不同地区的人，如孩子一样，有着不同的人生体验，对事物也有不同的看法。调整自己去适应他们的需求。
- 兼顾事物两方面
通过兼顾事物的两方面，你将会对情况了解地更多，从而能够做出更好的服务决策。

1.6

住宿行业类型很多，但酒店和度假村是最主要的两种。

Cultural Differences

1

Self assessment

1. Have you ever met people from another country? Where were they from?
2. Did their behavior seem different from yours?
3. Do you know where English speaking tourists come from? Name three countries.
4. How do cultures vary? Why is cultural awareness important?
5. What do you do to make people feel welcome?

Learning Objectives

- ✓ Differentiate between your cultural needs, and those of others.
- ✓ Use English professionally because it is the language of International Business.
- ✓ Develop sensitivity to cultural differences and communicate effectively with people from other cultures to provide appropriate customer service.
- ✓ To learn that word stress is the key to understanding and being understood in English.
- ✓ Demonstrate good customer service by understanding the other's point of view.
- ✓ Differentiate between resorts and hotels to identify the purpose of guest visit.

Getting to
know the
hotel

Featured Department/ Division: Administration
Careers in hospitality:
Hotel General Manager ★

Introduction

Visitors come to China for business or personal reasons; to make sales or order products, or simply to visit, explore, and experience the culture. Most of them will want to see and do many different things during their stay. It's your job to make them feel welcome. You want to help them enjoy their time and encourage them to come back... again and again.

The beauty of the world lies in the diversity of its people.

Unknown



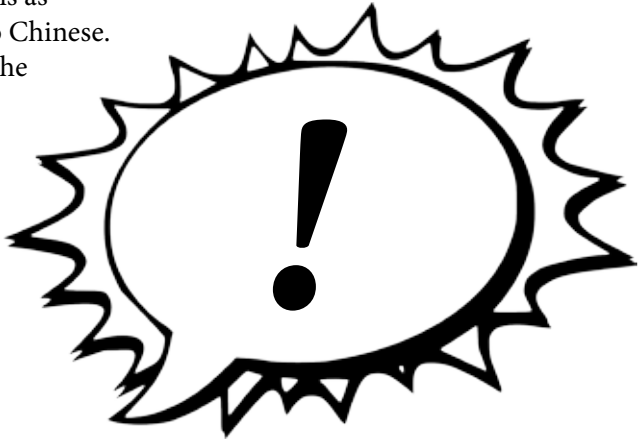
Word stress 1.3

Have you ever had a guest or foreign friend try to talk to you in Chinese? Did it sound funny? What made it difficult to understand? How did you react?



Word stress is the key to understanding and being understood in English.

Not all languages use word stress, but it is as important to English as using tones is to Chinese. In Chinese, even if someone is making the correct sounds, the wrong tone makes it very difficult for a listener to understand what the speaker is saying. It's the same with word stress. If words are stressed improperly, the listener will have to work hard to understand the words being communicated. This results in confusion and even frustration.



Applying word stress begins with understanding **syllables**. A syllable is a unit of organization for speech sounds. For instance “hotel” has two syllables; “ho” and “tel”. As a language learner, focusing some attention on mastering the concept of syllables will help you in both your spoken and written English.

Counting **Syl-la-bles**

Knowing how many syllables are in a word will make your pronunciation more fluent. These are two great methods you can use to practice counting syllables.



The Chin Method

1. Put your hand under your chin.
2. Say the word.
3. How many times does your chin press on your hand?
4. This is the number of syllables.

The Tap Method

1. Tapping your finger on a table may help you find syllables.
2. Say the word.
3. Tap each time you hear a vowel (A, E, I, O, U) as a separate sound.
4. The number of taps is the number of syllables.

What is word stress?

Every word in the English language contains syllables, and every syllable contains at least one vowel (a, e, i, o or u and sometimes y). In all words of two or more syllables, one syllable (stressed syllable) is spoken stronger than the others (unstressed syllables) in the same word.

A stressed syllable is **louder, longer, clearer and higher pitched** than unstressed syllables.

| | | |
|--------------------|-----------------|------|
| Longer | Cuuuuul cher | |
| Higher | cul | |
| | | cher |
| Louder | CUL cher | |
| All three combined | CUUUUL | |
| | | cher |

NOTE: Word stress will be highlighted in key phrase and vocabulary examples throughout the textbook.

Word stress rules

1. One word can only have one stress.
2. Only vowels can be stressed. (a, e, i, o, u)

There are other rules to word stress but most have exceptions. It is better to simply be aware of the concept and try to *hear* the stress each time you listen to English.

If you use word stress in your speech, you will instantly improve your pronunciation and listening comprehension. These tables give you some general guidelines.

Two syllable words

| | | |
|-------------|--|---|
| NOUN | Most two-syllable nouns have stress on the first syllable | PRE S-ent, EX -port, IM -port, ES -cort, WAI T-er, |
| ADJ | Most two-syllable adjectives have stress on the first syllable | PRE S-ent, GEN -tal, O -pen, HAP -py |
| VERB | Most two-syllable verbs have stress on last syllable | pre- SENT , ex- PORT , im- PORT , es- CORT |

Compound words (words with two parts)

| | | |
|-------------|---|--|
| NOUN | For compound nouns, the stress is on the first part | BLACK -board, BLUE -bird |
| ADJ | For compound adjectives, the stress is on the second part | bad- TEMP -ered, old- FASH -ioned, un- IN -terest-ing |
| VERB | For compound verbs, the stress is on the second part | un-der- STAND , o-ver- FLOW , |

Word stress and syllables practice 1.4

| Rank | Country / Region | Syllables | People | Syllables |
|------|--|-----------|--------------------------|-----------|
| 1 | south kor- E -a | 1-3 | kor- E -an | 3 |
| 2 | ja-P A N | 2 | ja-pan- E SE | 3 |
| 3 | u-n I -ted states of a-MER-i-ca | 3-1-1-4 | a-M E R-i-can | 4 |
| 4 | r U SS-ia | 2 | R U SS-ian | 4 |
| 5 | vi-et-N A M | 3 | vi-et-nam- E SE | 4 |
| 6 | ma-L A Y-sia | 3 | ma-L A Y-sian | 3 |
| 7 | mon-G O l-ia | 4 | mon-G O l-i-an | 4 |
| 8 | S I NG-a-pore | 3 | sing-a-P O R-e-an | 5 |
| 9 | PH I L-ip-pines | 3 | fi-li-P I -no | 4 |
| 10 | I -ndia | 3 | I n-di-an | 3 |
| 11 | aus-TR A L-ia | 3 | aus-TR A L-ian | 3 |
| 12 | C A -na-da | 3 | ca-NA A -di-an | 4 |
| 13 | G E R-ma-ny | 3 | G E R-man | 2 |
| 14 | TH A I-land | 2 | TH A I | 1 |
| 15 | U-N I -ted K I NG-dom | 3-2 | BR I T-ish | 2 |



Part A

Above is the list of the countries that visit China the most. Use what you've learned about word stress and counting syllables to say the names of the countries and the people who live there.

Part B

Say these three words aloud:

- H**O**Spital
- hosP**I**table
- hospiT**A**Lity.

They don't sound the same because we put stress on one syllable, but not always the same syllable. This makes the "shape" of each word different.

Try covering your mouth and saying these three words. English speakers will still know which word is being said because of the stressed vowel.

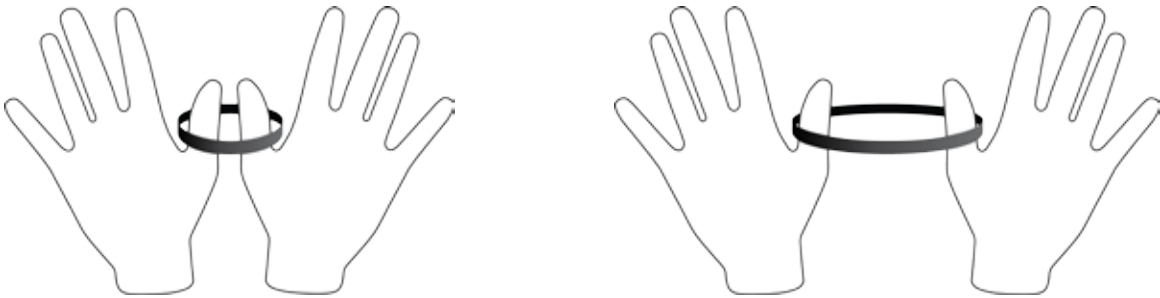
Hospitality

- (noun) The friendly and generous reception and entertainment of guests, visitors, or strangers.
- (adjective) Relating to or denoting the business of housing or entertaining visitors.

F: Learn word stress using a rubber band

In English, some syllables are stressed (said longer, louder, or higher), while others are unstressed. Most times, the key to word stress is the length of the syllable. Stressed vowels are held longer. An excellent way to practice word stress is to use Judy Gilbert’s “Clear Speech” rubber band method. The rubber band becomes a visual aid for length variation in the syllables.

Use the thumb and forefinger of each hand to hold the ends of the rubber band. Say words or phrases as you stretch (stressed syllables) and relax (unstressed syllables) the rubber band. This shows the rhythm and the amount of time a sound is held.



Generally, content words (nouns, verbs, adjectives) are stressed and structure words are unstressed. Pull the ends of the rubber band apart for stressed words or syllables. Initially, you may wish to exaggerate the sounds so you can better understand the difference in sound.

Practice

1. South Korean

south ko **RE** an

2. Japanese

ja pan **ESE**

3. Canadian

ca **NA** di an

F.1 What countries are these people from?

1. _____ 2. _____ 3. _____

F.2 Practice saying the words below. Indicate whether they are countries (C) or peoples (P)

| | |
|-----------------|---|
| Example: Canada | C |
| 1. PHILippines | |
| 2. BRITish | |
| 3. GERmany | |
| 4. AMERican | |
| 5. MaLAysia | |
| 6. VietnamESE | |
| 7. THAI | |
| 8. MonGOLian | |
| 9. SINGapore | |
| 10. RUSSia | |

G: More word stress rules

Say the words using word stress.

| | | | |
|---------------|---|--------------------------------|---|
| ← o o | Stress on syllable second from the end | Ends in -ic | B A -sic, aes-T H E-tic, e-lec-TR O N-ic |
| | | Ends in -sion and -tion | di-V I -sion, ac-com-mo-D A -tion |
| ← o oo | Stress on syllable third from the end | Ends in -cy, -ty, -phy and -gy | de-M O -cra-cy, hos-pi-T A -li-ty, ge- O -graph-y, A L-ler-gy |
| | | Ends in -al | oc-cu-P A -tion-al |

G.1: Numbers

These numbers are easily mixed up, but using the proper stress makes it easy for the listener to know which one you mean.

- Practice saying the numbers that sound similar aloud.
- Have a partner say five of these numbers at random, put a check in the box next to the numbers you heard. Did you get them all right?

o**o**

oo

| | | | |
|--------------|--|------------|--|
| 13 thirteen | | 30 thirty | |
| 14 fourteen | | 40 forty | |
| 15 fifteen | | 50 fifty | |
| 16 sixteen | | 60 sixty | |
| 17 seventeen | | 70 seventy | |
| 18 eighteen | | 80 eighty | |
| 19 nineteen | | 90 ninety | |

H: Similarities and Differences

ACTIVITY: Take 10 minutes to circulate in the room talking with group members (preferably with people that you don't know very well).

- Find out one thing that is **similar** to you.
- Find out one thing that is **different** from you.
- Find out where they are from.


Write down the **name** and **the information** they give you. Try not to use physical similarities & differences, like gender or eye colour. Try to get to at least 5 people.

Discuss the results as a class. Was there anything surprising? Does where someone is from influence the information they provided (change their perspective)?

Example: I like dogs, Peter likes cats. Wendy has a brother.



1.5



OB Learn that word stress is the key to understanding and being understood in English

1.3 WORD STRESS

Importance of Word Stress

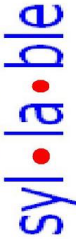
- Word stress is the key to understanding and being understood in English.
- Not all languages use word stress
- Word stress is as important to English as using tones is to Chinese.

Understanding Syllables

- A syllable is a unit of organization for speech sounds.
- For instance “hotel” has two syllables
 - “ho” and “tel”.

Counting Syllables:

- the chin method
- the lap method



What is word stress?

- Every word contains **syllables**
- Every syllable contains at least one **vowel**
 - (a, e, i, o or u and sometimes y).
- Words with two or more syllables
 - one syllable (**stressed** syllable) is spoken stronger than the others (**unstressed** syllables)
 - A stressed syllable is louder, longer, clearer and higher pitched than unstressed syllables.

Word Stress Rules

1. One word can only have one primary stress.

2. Only vowels can be stressed. (a, e, i, o, u)

3. A stressed syllable is louder, longer, clearer and higher pitched than unstressed syllables

| | |
|--------------------|--------------|
| Longer | Cuuuuul cher |
| Higher | cul cher |
| Louder | CULcher |
| All three combined | CUUUUL cher |

Two Syllable Words

| | | |
|------|--|--|
| NOUN | Most two-syllable nouns have stress on the first syllable | PREsEnt, EXport, IMport, ESport, WAIter, |
| ADJ | Most two-syllable adjectives have stress on the first syllable | PREsEnt, GENral, Open, HAppy |
| VERB | Most two-syllable verbs have stress on last syllable | preSENT, exPORT, imPORT, esCORT, |

Compound words (words with two parts)

| | | |
|------|---|---|
| NOUN | For compound nouns, the stress is on the first part | BLA CKboard, BL U Ebird |
| ADJ | For compound adjectives, the stress is on the second part | bad-TEMpered, old-FASHioned, un-INteresting |
| VERB | For compound verbs, the stress is on the second part | underSTAND, overFLOw |

Moving stress point

- Say these words aloud:
HOS-pi-tal / hos-**PI**-ta-ble / hos-pi-**TAL**-ity.

Hospitality:

- (noun) The friendly and generous reception and entertainment of guests, visitors, or strangers.
- (adjective) Relating to or denoting the business of housing or entertaining visitors.

Workbook Practice

- WB F: Learn word stress using a rubber band; practice country names and peoples (adjective)
- WB G: More word stress rules
- WB G1: Numbers – practice with partner

Key Point

- Good English communication requires appropriate word stress.
- Word stress rules:
 1. One word can only have one stress.
 2. Only vowels can be stressed. (a e i o u)



KP: Good English communication requires appropriate word stress.

1.4 WORD STRESS & SYLLABLE PRACTICE

Countries & Peoples

1. South Korea
 - Korean
2. Japan
 - Japanese
3. United States of America
 - American
4. Russia
 - Russian
5. Vietnam
 - Vietnam
6. Malaysia
 - Malaysia
7. Mongolia
 - Mongolia

More Countries and Peoples

- 8. Singapore
 - Singapore
- 9. Philippines
 - Filipino
- 10. India
 - Indian
- 11. Australia
 - Australian
- 12. Canada
 - Canadian
- 13. Germany
 - German
- 14. Thailand
 - Thai
- 15. United Kingdom
 - British

Moving stress point

- Say these words aloud:
HOS-pi-tal / hos-**PI**-ta-ble / hos-pi-**TAL**-ity.
- Hospitality:
 - (noun) The friendly and generous reception and entertainment of guests, visitors, or strangers.
 - (adjective) Relating to or denoting the business of housing or entertaining visitors.

| Rank | Country | Syllables | People | Syllables |
|------|--------------------------|-----------|-------------|-----------|
| 1 | South Korea | 1-3 | Korean | 3 |
| 2 | Japan | 2 | Japanese | 3 |
| 3 | United States of America | 3-1-1-4 | American | 4 |
| 4 | Russia | 2 | Russian | 4 |
| 5 | Vietnam | 3 | Vietnamese | 4 |
| 6 | Malaysia | 3 | Malaysian | 3 |
| 7 | Monaco | 4 | Monégasque | 4 |
| 8 | Singapore | 3 | Singaporean | 5 |
| 9 | Philippines | 3 | Filipino | 4 |
| 10 | India | 3 | Indian | 3 |
| 11 | Australia | 4 | Australian | 4 |
| 12 | Canada | 3 | Canadian | 4 |
| 13 | Germany | 3 | German | 2 |
| 14 | Thailand | 2 | Thai | 1 |

Practice: Workbook

- WB F: Learn word stress using a rubber band
 - Practice countries and peoples (adjectives)
- WB G: More word stress rules
- WB G1: Numbers – practice with partner
- WB 11: Syllable practice: fill in form
- WB 12: Syllable Practice

WBT 3

- In word stress, a word can have _____
(many / only one) primary stress and only _____
(vowels / consonants) can be stressed.

WBT 8

- You should always put the stress on the FIRST part of compound words
- [TRUE] [FALSE]