



languages  
made  
easy

**chataway**  
Language training like no other





“ Fantastic  
experience,  
really enjoyed  
every minute...  
Gracias!

Phil Hughes

**ACCORDING TO THE OFFICE  
FOR NATIONAL STATISTICS  
20.2 MILLION PEOPLE VISITED  
THE UK FROM EUROPE  
BETWEEN JUNE 2015 AND  
MAY 2016 ALONE!**

**ARE YOU EMPLOYEES READY  
FOR THEM?**



I really enjoyed this and learnt so much of the Spanish language and culture.”

Malaika Wong



## WE CAN TRAIN YOUR EMPLOYEES TO COMMUNICATE WITH THE VOCABULARY AND TERMINOLOGY FOR YOUR SECTOR.

Perfect for customer service employees enabling them to give excellent customer service, increase the spend per capita of international customers in the retail sector by building a rapport with the client. Build stronger relationships in the travel and import/export industries by speaking a foreign language. Enable your staff to impress by giving presentations to clients, we can proof read everything for you.

Whether you want the basics or a good command of Business terminology we can oblige. Perhaps you would like an economical way of retaining staff whilst offering them continued professional development. We can work out an inexpensive, bespoke package for you over a cup of coffee.



2.42 million French, Spanish and Italian speakers visited the North West in January to March this year (source Visit England)



“ We learnt so much, I couldn't have asked for a better group of people to meet.

Jasmine Boyd

## HOTELIERS

Would you like more business from France, Spain and Italy? Why not welcome your guests in their own language.

Your staff knowing the basics can make a significant difference to how your guests feel about your hotel. The first impressions they receive from the way they are welcomed and directed to their rooms from your reception staff can influence who they recommend and the online review they leave. That is why successful companies such as successful international airlines ensure their cabin crew know the basics in several languages.

Even if your staff are not fluent in a foreign language, just being able to give directions to the room on the third floor, tell them the time that breakfast is served and wishing them a pleasant stay in a guest's own language can really give you the edge on your competitors.



Visitors from these countries expect a high standard of service

## RETAILERS

Would you like your employees to be able to upsell to your international clients?

With 2.42 million French, Spanish and Italian speakers visiting the North West in just January to March this year (source Visit England) this could be a great source of untapped revenue to your business. It is a common myth that all Europeans speak English and many over forties with disposable income from Italy and Spain speak a lot less English (if any) than their younger compatriots.

Visitors from these countries expect a high standard of service, they expect to be shown garments in a variety of colours before they make a purchase. We can help your staff to understand cultural differences, expectations and importantly learn the vocabulary necessary to gain the extra business that is waiting for you.

Photography : [www.laurarorlando.co.uk](http://www.laurarorlando.co.uk)  
Design : [www.balancerideas.com](http://www.balancerideas.com)



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*Get in touch...*

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