

# REEP – English Classes for Adults



## English for Customer Service Employment

This course aims to build the confidence and skills needed to engage with customers in English. The course will focus on *Guest Service Gold's* key elements for delivering top-quality customer service. Students will learn how to anticipate guest needs, deliver memorable experiences, and turn around difficult situations. Students can earn the Certified Guest Service Professional credential by taking and passing the certification exam at the end of the course.

### For REEP levels 350-550

#### Schedule

October 8 – December 12  
Tues, Wed, and Thurs  
1:00 to 3:00 PM  
Cost: \$100\*

\*Different rates apply for students who do not live or work in Arlington. Non-Arlington rate: \$175.

#### How to Take a Class

1. Complete an Interest Form.
2. Take a placement test.
3. Register (pay) for your class.
4. Start learning!

#### Get Started



Scan code with  
phone camera.  
Tap on the link  
that appears

[Click here to complete an Interest Form.](#)

REEP provides for the language and employment needs of adult English language learners in Arlington, Virginia.



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