



POCKET SKILLS

HOSPITALITY COMMUNICATION

ASKARI EDITION



ENGLISH - **SWAHILI**

KIINGEREZA - KISWAHILI



SEED

LEVEL 1

100 WORDS



GROW

LEVEL 2

300 WORDS



THRIVE

LEVEL 3

500 WORDS



PRACTICAL WORDS • USEFUL SENTENCES • REAL SITUATIONS • BETTER CUSTOMER EXPERIENCE

POCKET SKILLS COMMITMENT



My POCKET SKILLS Commitment

Dear Pocket Skills Learner!

This Pocket Skills journey belongs to you.

Learning takes courage, practice and personal responsibility. You do not need perfect English.

What matters is that you try, use the words you learn and ask questions when you need

support. Complete each chapter, take your missions seriously and ask your supervisor to

confirm your progress. Mistakes are part of learning. Every time you try, you grow.

After completing the Seed Level, you will take the included *Ready to Grow Check-In* before continuing to the next level.

To request your Check-In, email

info@watchout.co.tz at least 7 days before your preferred date.

Subject: READY TO GROW - Your name - Check-In Request

MY COMMITMENT

I am excited to learn, proud of every step I take and ready to grow.

I take responsibility for my learning and my progress.

Name:

Signature:

Date:

Ahadi yangu ya POCKET SKILLS

Mpendwa Mwanafunzi wa Pocket Skills!

Safari hii ya Pocket Skills ni yako.

Kujifunza kunahitaji ujasiri, mazoezi na kuwajibika. Huhitaji kuzungumza Kiingereza kikamilifu. Jambo muhimu ni kujaribu, kutumia maneno unayojifunza na kuuliza maswali unapohitaji msaada. Kamilisha kila sura, chukulia majukumu yako kwa uzito na umwombe msimamizi wako kuthibitisha maendeleo yako. Makosa ni sehemu ya kujifunza. Kila unapojaribu, unakua. Baada ya kukamilisha Seed Level, utafanya Ready to Grow Check-In iliyojumuishwa kabla ya kuendelea na ngazi inayofuata.

Kuomba Check-In yako, tuma barua pepe kwenda info@watchout.co.tz angalau siku 7 kabla ya tarehe unayopendelea.

Kichwa cha barua pepe: READY TO GROW - Jina Lako - Check-in Request

AHADI YANGU

Ninafurahia kujifunza, ninajivunia kila hatua ninayopiga na niko tayari kukua.

Ninawajibika kwa kujifunza na maendeleo yangu.

Jina:

Saini:

Tarehe:

WHO WE ARE SISI NI NANI

SIKILIZA

Sikiliza means "Listen", we believe that listening is the foundation of hospitality, teamwork and personal growth.

Sikiliza maana yake ni "Kusikiliza".
Tunaamini kusikiliza ndiyo msingi wa ukarimu, ushirikiano na maendeleo binafsi.

WATCHOUT

We are a hospitality and leadership partner supporting people, teams and businesses to create exceptional guest experiences.

Sisi ni mshirika wa ukarimu na uongozi, tukisaidia watu, timu na biashara kuunda uzoefu bora kwa wageni.

HOW POCKET SKILLS WORKS INAVYOFANYA KAZI



1. WORDS

Learn 10 new words.

Jifunze maneno 10 mapya.



2. SENTENCES

Practice useful sentences.

Fanya mazoezi ya sentensi muhimu.



3. REAL SITUATIONS

Use them at work.

Tumia katika maeneo halisi ya kazi.



4. MISSION

Complete one practical task.

Kamilisha kazi moja ya vitendo.

Learn. Practice. Use. Repeat.

STEP OUT, GROW. TOKA ENEO, KUA.



COMFORT ZONE

I feel safe.

Eneo la Kawaida
Nina hisia salama.



FEAR ZONE

I try something new.

Eneo la Hofu
Najaribu kitu kipya.



LEARNING ZONE

I practice every day.

Eneo la Kujifunza
Najifunza kila siku.



GROWTH ZONE

I become more confident.

Eneo la Ukuaji
Ninakuwa na ujasiri zaidi.

Mistakes are part of learning.
Communication matters more than perfect English.

Makosa ni sehemu ya kujifunza.
Mawasiliano ni muhimu kuliko.
Kiingereza kamili.



CHAPTER 1

GREETINGS



MISSION:

Today you will learn your first 10 words.



10 WORDS TO KNOW



SWAHILI



ENGLISH



ENGLISH PRONUNCIATION

1		Habari za asubuhi?	Good morning!	Gud moning!	
2		Habari za mchana?	Good afternoon!	Gud aftanun!	
3		Habari za jioni?	Good evening!	Gud ivining!	
4		Karibu!	Welcome!	Wel-kam!	
5		Asante!	Thank you!	Thank yu!	
6		Karibu sana!	You are welcome!	Yuar welkam!	
7		Habari yako?	How are you?	Hao ar- yu?	
8		Niko vizuri.	I am fine.	Iyam fain.	
9		Tafadhali!	Please!	Pliiz!	
10		Samahani.	Excuse me.	Ex-kiusmi.	

1

SPOT IT.

Find the situation in real life.



2

SAY IT.

Speak the words out loud.



3

USE IT.

Use it with a guest.



4

MISSION.

Complete your daily mission.



- ☐ Welcome five guests today.
- ☐ Say "Good evening!" with confidence.
- ☐ Ask your supervisor to sign.



CHAPTER 2

PEOPLE

MISSION:
Today you will learn
10 new words about
people.



10 WORDS TO KNOW



SWAHILI



ENGLISH



ENGLISH PRONUNCIATION

1		Mwanaume	Man	Man	
2		Mwanamke	Woman	Wu-man	
3		Mtoto		Chaild	
4		Familia	Fa	Fam-i-li	
5		Rafiki	Fr	Frend	
6		Mgeni		Gest	
7		Mfanyakazi	Staff	Staf	
10		Msimamizi		Supavaisa	

Karibu to contact us for your **POCKETSKILLS**
Program

1 **SPOT IT.**
Find the person in real life.



2 **SAY IT.**
Speak the words out loud.



3 **USE IT.**
Use it with a guest.



4 **MISSION.**
Complete your
daily mission.



- ☐ Identify 5 people at work using the new words.
- ☐ Say "Guest" with confidence.
- ☐ Ask your supervisor to sign.