

As part of the Tempus project “Modernization and harmonization of tourism study programs in Serbia,” HBS in Leskovac, as one of the partner institutions in this project, is currently organizing foreign language trainings. Training attendees are HBS staff (teaching and non-teaching staff) as well as representatives of non-academic project partners. The training is taking place at HBS and part of the training is realized via a well-known online learning platform EDMODO. Teaching methods are: lectures, practice classes, simulations and presentation of actual business practice examples

Course for non-academic project partners: English for Tourism

**Aim of the training:**

Developing basic linguistic and communicative competence in English language. Mastering the basics of grammar and enhancement of vocabulary where special attention is placed on expressions and phrases used in tourism.

**Outcome:**

The course attendees will be able to communicate in English in everyday situations as well as in specific situations (in the area of tourism and hospitality); he/she will be able to understand the tourism related dialogues as well as to appropriately use technical phrases and business correspondence.

**Themes covered on the course:**

1. Business etiquette (introductions, telephoning, exchange of business cards);
2. Introduction to tourism (what is tourism, sectors in tourism, jobs in tourism).
3. Types of transport and types of accommodation (hotels, hostels, private accommodation units, resorts); hotel services and facilities;
4. Reservations (ordering by phone);
5. Tourist organization (information desks, providing information, offering advice, recommending, giving directions);
6. Business correspondence (writing business letters, memos, e-mails);
7. Complaints (solving problems, dealing with guests); traveller’s documentation.

Grammar units: Word order, Pronouns, Numbers, Countable and uncountable nouns, plural noun forms, Adjectives, comparison of adjectives, Tenses, If clauses, Questions (yes/no and wh questions)

**Literature:**

- Walker, R., Harding, K. *Oxford English for Careers: Tourism 1*, Student’s Book, Oxford University Press, 2009.
- Walker, R., Harding, K. *Oxford English for Careers: Tourism 2*, Student’s Book, Oxford University Press, 2007
- Harding, K. *Going International: English for Tourism, Workbook*, Oxford University Press, 2002
- Stott, T., Pohl, A. *Highly recommended (2) SB Intermediate*, Oxford University Press, 2010
- Duckworth, M. *Highly recommended workbook: English for the Hotel and Catering Industry*, Oxford University Press, 1993
- Dubicka, I. O’Keeffe, M. *English for International Tourism, Low-Intermediate (Course Book)*, Pearson Education Limited, 2003
- Morris, C. *Flash on English for Tourism*, ELI, 2012
- Harding, K., Henderson, P. *High Season: English for the Hotel and Tourism Industry*, Oxford University Press, 2000
- McIntyre, K., *English for Tourism, Student’s Workbook*, Centre for Language Studies, 2013
- Lesničar, B., *English for Catering and Tourism*, Konzorcij višjih strokovnih šol za izvedbo projekta IMPLETUM, 2010
- Mol, H. *English for Tourism and Hospitality in Higher Education Series, Course Book*, Garnet Publishing Ltd., 2008
- Medlik, S., *Dictionary of Travel, Tourism and Hospitality*, Third Edition, Elsevier Science, 2003

**Aim of the training:**

This course aims to provide its attendees basic knowledge about the foreign language, its grammar and vocabulary through the below mentioned units.

**Outcome:**

On completing the course, the attendee will be able to:

- demonstrate his/her knowledge of foreign language through actual use in business communication,
- demonstrate understanding of particular terminology which will be of great help in specific activities which are expected to occur in their future work.

**Themes covered on the course:**

1. Business introductions;
2. Exchanging information (booking and ordering by phone);
3. Telephoning (leaving telephone messages);
4. Exchanging information (asking for help, offering help, advice);
5. Exchanging information (solving problems); business correspondence;
6. Business lunch; Пословни ручак;
7. Types of companies (departments); welcoming a visitor;
8. Arranging to meet;
9. Business meeting;
10. Types of employment;
11. Working in teams (giving opinions);
12. Business trip.

Grammar: Word order, Pronouns, Numbers, Countable and uncountable nouns, plural noun forms, Adjectives, Comparatives, Tenses, There is/There are, Some/any, Regular and irregular verbs, Questions, Infinitive

**Literature:**

- Grant, D., Hughes, J. & Turner, R. *Business Result, Elementary Student's Book*, Oxford University Press, 2009
- Morrison, M. *Business Language Practice*, LTP Business, 1997
- Jones, S., *Business Basics I*, English Everywhere, 2010
- Alexander, L.G., *Longman English Grammar Practice (for intermediate students)*, Longman Group, 1998
- Murphy, R., *Essential Grammar in Use*, Third Edition, Cambridge University Press, 2007

**Aim of the training:**

Developing basic linguistic and communicative competence in English language. Mastering the basics of grammar and enhancement of vocabulary where special attention is placed on expressions and phrases used in hospitality.

**Outcome:**

The course attendees will be able to communicate in English in everyday situations as well as in specific situations (in the area of tourism and hospitality); he/she will be able to understand the hospitality related dialogues as well as to appropriately use technical phrases and business correspondence.

**Themes covered on the course:**

1. Telephoning;
2. Making reservations (booking, placing the guest on the waiting list);
3. Welcoming and escorting the guests;
4. Check-in and check-out procedure
5. Providing information to hotel/restaurant guests (giving directions, information on the restaurant, hotel, room)
6. Meeting guests' needs
7. Serving in restaurants
8. Billing
9. Complaints

Grammar: Word order, Pronouns, Numbers, Countable and uncountable nouns, plural noun forms, Adjectives, comparison of adjectives, Tenses, If clauses, Questions (yes/no and wh questions)

**Literature:**

- Walker, Robin, and Keith Harding. Oxford English for Careers: Tourism 1: Student's Book. Oxford University Press, 2011.
- Harding, Keith. Going International: English for Tourism. Workbook. Oxford: University Press, 2002.
- Catrin E. Morris, ESP Flash on English for Cooking catering and Reception, ELI, 2012.
- Catrin E. Morris, ESP Flash on English for Tourism, ELI, 2012.
- Virginia Evans, Jenny Dooley and Veronica Garza, Career Paths Tourism 1,2,3 Express Publishing 2011.
- Trish Stott and Alison Pohl, Highly Recommended (2) SB intermediate, Oxford University Press, 2010.
- Neil Wood, Tourism and Catering workshop, Oxford University Press, 2003.
- Sylee Gore, Oxford Business English, English for Marketing and Advertising, Oxford University Press.
- David Gordon Smith, Oxford Business English, English for Telephoning, Oxford University Press 2007.
- Lathor Gutjahr, Sean Mahoney, Oxford Business English, English for Sales and Purchasing, Oxford University Press, 2009.
- Michael Duckworth, Essential Business Grammar and Practice (elementary to pre intermediate), Oxford University Press,
- 2003
- Michael Duckworth, Business Grammar and Practice, Oxford University , 2003
- Smedlik, Dictionary of Travel and Tourism and Hospitality, Third Edition, Great Britain, 2003

**Aim of the training:**

Develop the participant's oral and written communication skills while expanding their knowledge of the business world, vocabulary used in this kind of setting and grammar skills adequate for this level.

**Outcome:**

On completing the course, the attendee will be able to:

- demonstrate his/her knowledge of foreign language through actual use in business communication,
- demonstrate understanding of particular terminology which will be of great help in specific activities which are expected to occur in their future work.

**Themes covered on the course:**

1. Business etiquette;
2. Telephoning (set up a meeting, leaving messages, having a business conversation over the phone);
3. Business correspondence;
4. Meetings (arranging a meeting, holding a meeting);
5. Business lunch;
6. Presentations (scientific papers, projects, school activities);
7. Business trip organization;
8. Company visit and company presentation;
9. Negotiations;
10. Solving problems; complaints.

Grammar: Tenses, Direct and Indirect Speech, Passive, If clauses.

**Literature:**

- Morrison, M. *Business Language Practice*, LTP Business, 1997
- Alexander, L.G., *Longman English Grammar Practice (for intermediate students)*, Longman Group, 1998
- Comfort, J., & Utley, D. (1997). *Oxford Business English Skills: Effective Telephoning*. Oxford: Oxford University Press.
- Comfort, J. (1998). *Oxford Business English Skills—Effective Presentations*. Oxford University Press.
- Chapman R. (2007). *Oxford Business English Skills English for Emails*. Oxford University Press.
- Thomson K. (2007.) *Oxford Business English Skills English for Meetings*. Oxford University Press.