

<b>Study program/s:</b> Tourism and hospitality; Management of food technology and gastronomy
<b>Course name:</b> Foreign language – English 1 – in tourism and hospitality
<b>Professor:</b> Miljana K. Stojković-Trajković, English language teacher
<b>Subject status:</b> elective course
<b>ECTS:</b> 7
<b>Requirements:</b> no requirements
<b>Aim of the course</b> The aim of the course is for students to acquire basic linguistic and communicative competence in English language. Students will have mastered basic grammatical units and will have enriched their English language vocabulary especially with phrases used in tourism and hospitality.
<b>Outcome of the course</b> After successfully completing the course students will be able to effectively communicate in English language in everyday communication as well as in specific situations (tourism and hospitality area). Students will be able to understand the dialogues dealing with topics related to tourism and hospitality as well as to master business correspondence and typically used phrases.
<b>Content of the course</b> <i>Theoretical lectures</i> Business etiquette (introductions, telephoning, exchange of business cards); Introduction to tourism (what is tourism, categories and aspects of tourism, sectors in tourism); Travel agency (services it provides, how to value/assess a travel agency, preparation and selling of tour packages); Tourism organization (information desk, giving information, giving directions); Booking a holiday; Business correspondence, CRS and business plan; Catering (types of catering); Restaurants (types of restaurants, personnel in a restaurant, organization, uniforms, hygiene); Preparing a menu (explaining a menu, explaining a wine card, types of cheese, coffee); Reservation (ordering, telephoning); Serving (types of services, setting the table, banquet tables); Marketing in tourism (marketing of travel agencies, hotels, restaurants, tourism organizations, SMM); Event management; Grammar units: pronouns, word order, Tenses, If-clauses, Passive. <i>Practical course work</i> Grammar exercises related to the above mentioned grammar units; Simulations – introductions; Practicing dialogues using the newly acquired vocabulary; Student research papers – field work and evaluation of travel agencies in their home town; Preparing tour packages; Simulation – selling of travel packages and booking a holiday; Simulation – offering information to customers/clients in a travel agency/restaurant (especially important – information related to direction of movement); Writing a business letter and reports typical for travel agencies; How to prepare a business plan for a restaurant, hotel or a travel agency; Simulation – restaurant situations (explaining menus, wine cards, cheese, coffee, reservations); Research paper – topic SMM (creating a facebook page of a virtual restaurant, hotel, travel agency).
<b>Literature</b> <ul style="list-style-type: none"> <li>• Walker, Robin, and Keith Harding. Oxford English for Careers: Tourism 1: Student's Book. Oxford University Press, 2011.</li> <li>• Harding, Keith. Going International: English for Tourism. Workbook. Oxford: University Press, 2002.</li> <li>• Catrin E. Morris, ESP Flash on English for Cooking catering and Reception, ELI, 2012.</li> <li>• Catrin E. Morris, ESP Flash on English for Tourism, ELI, 2012.</li> <li>• Virginia Evans, Jenny Dooley and Veronica Garza, Career Paths Tourism 1,2,3 Express Publishing 2011.</li> <li>• Trish Stott and Alison Pohl, Highly Recommended (2) SB intermediate, Oxford University Press, 2010.</li> <li>• Neil Wood, Tourism and Catering workshop, Oxford University Press, 2003.</li> <li>• Sylee Gore, Oxford Business English, English for Marketing and Advertising, Oxford University Press.</li> <li>• David Gordon Smith, Oxford Business English, English for Telephoning, Oxford University Press 2007.</li> <li>• LathorGutjahr, Sean Mahoney, Oxford Business English, English for Sales and Purchasing, Oxford University Press, 2009.</li> </ul>

- 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.

<b>Total number of active teaching classes</b>		<b>Lectures: 30</b>	<b>Practical course work: 45</b>
<b>Teaching methods</b> Lecture classes; practice classes, presentations of good examples of professional practice, simulations.			
<b>Evaluation (maximum points 100)</b>			
<b>Pre-exam activities</b>	Points	<b>Final exam</b>	Points
active participation in lecture classes	<b>5</b>	Written exam	<b>20</b>
active participation in practical course work	<b>5</b>	Oral exam	<b>25</b>
Colloquium 1	<b>25</b>	.....	
Colloquium2	<b>20</b>		
Term papers	/		