

SYLLABUS

Basic data of the subject	
Academic unit:	Faculty of Tourism and Environment
Title of the subject:	English I
Level:	Bachelor
Course Status:	Mandatory
Year of studies:	I
Number of hours per week:	4
Value of Credits - ECTS:	6
Course lecturer:	Arbresha Meha
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Course description:	
	<i>This course will give students the opportunity to learn about and discuss various topics related to the field of tourism, by using the course book "Oxford English for Careers: Tourism 1" which will equip the students with basic linguistic skills, with special focus on tourism terminology.</i>
Objectives of the course:	
	<i>The main aim of this course is to practice the use of English in professional environments and situations, but also in everyday, casual situations. It is meant to especially strengthen reading, writing, speaking and listening skills, which will be practiced through various activities in and outside of the classroom.</i>
Expected learning outcomes:	
	<p><i>Upon completion of this course, student will be able to:</i></p> <ul style="list-style-type: none"> <i>• have short conversations in English and use appropriate, career-specific language and vocabulary when doing so</i> <i>• listen to and understand conversations that include tourism-related terminology</i> <i>• write short texts using the vocabulary and grammar which is learned during lectures</i> <i>• read and comprehend texts which contain basic tourism terminology</i>

Contribution to the student load (which must correspond with learning outcomes)			
Activity	Hour	Day/Week	In total
Lectures and exercises	4	15	60
Internship	0	0	0

Contacts with teacher / consultations	2	15	30
Field exercises	0	0	0
Midterm, seminars and projects.	1	1	1
Homework	1	15	15
Studying (at the library or at home)			40
Final preparation for the exam	2	1	2
Time spent on evaluation (tests, quiz and final exam)	1	2	2
Projects and presentations	0	0	0
Total			150

Teaching methodology:

The communicative approach will be used during lectures as it is thought to be the most successful method to learn a foreign language. This approach allows students to develop and enhance their language skills in various ways, e.g. questions and answers, discussions, description of events, people etc., different requests, comparisons etc.

Assessment methods:

- Attendance and participation in classroom activities: 10%
- Midterm test: 30%
- Final exam: 60%

Literature

Basic literature:

Tourism 1 Student's Book by Robin Walker, Keith Harding. Oxford University Press 2007.

Additional literature:

Test your Business English: Hotel and Catering by Alison Pohl, Nick Brieger (series editor). Longman, 2002.

Designed learning plan:

Week	Lecture
Week one:	<i>Prezantimi i lëndës, përmbajtja e planprogramit dhe literatura e nevojshme</i>
Week two:	What is tourism? 'The customer is always right'; Facts and statistics on your country; Three jobs; Careers questionnaire; Job skills.
Week three:	World destinations New Zealand; The Balearic Islands; Different customs; Where do tourists go?; The biggest spenders and the biggest earners; Describing a destination.
Week four:	Tour operators The personal touch; Tour operators in your country; Why choose a package holiday?; An inclusive tour; Designing a

	package tour; Asking questions; Prepositions of time.
Week five:	Tourist motivations Old and new tourism; Reasons for travel and money spent on travel; Why do people travel?; Talking about reason; Describing trends.
Week six:	Travel agencies Identifying needs; Local travel agency evaluation; Presenting a product; 'Open' and 'closed' questions; Sales terms.
Week seven:	The Airline Industry Questionnaire tactics; Carbon offset schemes and blacklists; The ups and downs of flying; Low cost or traditional?; Tourism and travel; Revolution in the skies
Week eight:	Testi gjysëmsemestral I
Week nine:	The Airline Industry (pt.2) The air travel route map; Producing a questionnaire; 'like' or 'dislike'; Asking questions politely
Week ten:	Holidays with a difference Ability and suitability; Cultural tips; At the travel fair; Interview with a mountaineer; The Karakoram Experience; Cultural differences
Week eleven:	Holidays with a difference (pt.2) Tourist types and holiday types; Asking and talking about experience; Describing service provision; Different holiday types; Escape and enlightenment holidays
Week twelve:	Reservations and sales Putting on the pressure; Local use of GDSs; Taking a booking; The origins of CRSs; Handing over tickets; Holiday booking – getting the right information; Computer reservation systems
Week thirteen:	Airport departures Airport; Care or control?; Your nearest airport; An airport worker; Two airport dialogues; Working in airports; Air passenger rights; The check-in and information desks
Week fourteen:	Airport departures (pt.2) Incidents and action log; Controlling passengers; Responding politely to questions and requests; Giving orders and stopping people doing something; Airport facilities and services; Sounding firm but polite
Week fifteen:	<i>Rishikim i materialit dhe përgatitje për provim</i>

Academic policies and rules of conduct:

Students must have the necessary materials and attend lectures regularly. They are also expected to participate in various discussions and activities during lectures.