

SYLLABUS

The basic course information:			
Academic Unit:	Faculty of Tourism and Environment		
Title:	English Language		
Level:	Master		
Status:	Compulsory		
Year of studies:	I		
The number of hours per week:	4		
ECTS:	6		
Time / Location:			
Course Professor:	Etleva Blakaj		
Contact details:	etleva.blakaj@ushaf.net		
Course description			
Course description	<p><i>During the course of the English Language course, students will be able to communicate fluently, write and read. The course is designed for students who are prepared for career and want to improve their communication skills in the business field in English. During this course, students will be encouraged to use their own ideas, opinions and experiences in order to increase the ability to learn and involve themselves more easily.</i></p>		
Objectives:	<p><i>The purpose of this course is to equip students with communication skills, in writing and reading in the business world. Through this course, students will enrich their lexicon.</i></p>		
Learning outcomes:	<p><i>After the successful completion of this course students will be able to:</i></p> <ul style="list-style-type: none"> <i>• communicate easily and fluently in English in different situations</i> <i>• evaluate teamwork</i> <i>• increase your career prospects</i> <i>• have communication skills in the business field as well</i> <i>• use the grammar of English language</i> 		
Contribution to the student's workload (which should correspond to the student's learning outcomes)			
Activity	Hour	Day/week	In total
Theoretical and practical teaching	4	15	60
Practical work			
Contacts with the teacher / consultants	1	5	5
Field exercises			
Colloquium, seminars	2	3	6
Homework	5	5	25

Student study time (in library or at home)	2	15	30
Final Preparation for Examination	3	5	15
Time spent on assessment (tests, quiz, final exam)	2	2	4
Projects, presentations, etc.	3	1	3
Total			148
Methodology of teaching:			
		<i>Lectures and exercises combined with case studies and classroom discussions</i>	
Methods of assessment			
		<p>For students who pass the exam Following 10% Course assignments 40% Written exam 50%</p> <p>For students who end up with intermediate tests Following 10% Course assignments 40% Intermediate heads 25%, Intermediate Texts II 25%</p>	
Literature			
Basic Literature		<ol style="list-style-type: none"> 1. <i>Business English course book by David Cotton, David Falvey and Simon Kent</i> 2. <i>Tourism, students book, Robin walker and Keith Harding</i> 	
The lesson plan Design:			
Week	Lectures to be held		
WEEK 1:	<i>Introduction with subject syllabus.</i>		
WEEK 2:	<i>Arrivals, Outsourcing production [reading], Two promotions [discussion], Case study, Language review</i>		
WEEK 3:	<i>A place to stay, survey about hotels, Welcoming guests</i>		
WEEK 4:	<i>Organization, A successful organization, Bright ideas, Socializing introduction</i>		
WEEK 5:	<i>Tourist information services, Giving direction, Recommendations, Assessing customer types</i>		
WEEK 6:	<i>Holiday rep, How do you get the right attitude, Tipping, A rep for all seasons, Welcome to paradise</i>		
WEEK7:	<i>Eating out, Regional food, our national food, food tourism, How to deal with complaints</i>		
WEEK 8:	<i>The first intermediate test</i>		
WEEK 9:	<i>Rural tourism, Enquiring customers to be sensitive to the environment, A country that offers rural tourism</i>		
WEEK 10:	<i>Attraction and events, Different cultures different response, four attraction in your country</i>		
WEEK 11:	<i>On tour, Personal appearance, job opportunities,</i>		

	<i>training, qualifications for tour guides</i>
WEEK 12:	<i>Projects presentation</i>
WEEK 13:	<i>Specialized tourism, cross cultural misunderstanding, specialized tourism in your region</i>
WEEK 14:	<i>The second Intermediate Test</i>
WEEK 15:	<i>Final Examination(1) 283-279</i>

Academic policies and rules of conduct:	
<i>Regular attendance, tranquility and active engagement in dialogue during lectures and exercises are obligatory. As a matter of courtesy, mobile phones should be switched off during classes and exams.</i>	