

SYLLABUS

Basic data of the subject	
Academic unit:	Faculty of Tourism and Environment/ Tourism and Hotel Management
Title of the subject:	English II
Level:	Bachelor
Course Status:	Mandatory
Year of studies:	I
Number of hours per week:	4
Value of Credits - ECTS:	6
Course lecturer:	Anylë Shala
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Course description:			
	<i>This course focuses on improving the vocabulary and language that is used in work-related scenarios, particularly in the field of Tourism. The basic literature used during lectures is the book "Oxford English for Careers: Tourism II" which, in addition to having career-specific topics including tourist information services, rural tourism, business travel etc., also helps develop the four main language components: reading, listening, speaking and writing.</i>		
Objectives of the course:			
	<i>The main objective of this course is the development and use of the linguistic skills needed not only in a professional environment, but also everyday life situations.</i>		
Expected learning outcomes:			
	<p><i>Upon completion of this course, students should be able to:</i></p> <ul style="list-style-type: none"> <i>• read and comprehend texts with various topics from everyday life</i> <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 practiced during lectures</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:			
	<i>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.</i>		
Assessment methods:			
	<ul style="list-style-type: none"> - Attendance and participation in classroom activities: 10% - Midterm test: 30% - Final exam: 60% 		
Literature			
Basic literature:	Tourism 2 Student's Book by Robin Walker, Keith Harding. Oxford University Press 2009.		
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:	Arrivals Cultural differences in greetings; Points of arrival to the place where you are studying Greeting and introducing; Car hire; Arriving and moving on		
Week three:	A place to stay Welcoming guests; Survey about hotels Registration procedures; The staff structure of hotels; Client perceptions of hotels; Hotel services		

Week four:	<p>Tourist information services Assessing customer types; Information services in your country/region</p> <p>Tourist information; How do I get to...?; Giving information; Recommendations</p>
Week five:	<p>Holiday rep Have you got the right attitude?; Tipping</p> <p>A rep for all seasons; Welcome to Paradise!; Resort representative; Tips on tipping; A day in the life of...; A welcoming talk</p>
Week six:	<p>Eating out What do you say?; Regional food/ food festivals</p> <p>Our national dish; Describing dishes; How to deal with complaints; Food tourism; The traveler's guide to Turkish food; Taking an order; I'm very sorry</p>
Week seven:	<p>Rural tourism Encouraging customers to be sensitive to the environment; A country that offers rural tourism</p> <p>Local people and rural tourism; Checking in at a campsite; Forecasting the weather; Ask someone who has been there; Welcome!</p>
Week eight:	Testi gjysëmsemestral I
Week nine:	<p>Attractions and events Different cultures, different responses; Four attractions in your country</p> <p>Describing a festival; Trends in visitor attractions; Two top Paris attractions; Bringing attractions to life</p>
Week ten:	<p>On tour Personal appearance; Job opportunities/ training/ qualifications for tour guides</p> <p>From tour guide to tour manager; Practicalities on tour; Problems on tour; Three tours; Checking the schedule; Coach tour role-play; What would you say?</p>
Week eleven:	<p>Hotel entertainment Customers of all ages; Activities for different age groups</p> <p>Making a water ball; Getting the job; What's on today; Working with kids; Preparing a daily programme; Getting kids to make things</p>

Week twelve:	<p>Specialized tourism Cross-cultural misunderstandings; Specialized tourism in your region</p> <p>Special request; Disability access; What is niche tourism?; Four specialized tours; Preparing and running a specialized tour</p>
Week thirteen:	<p>Business travel Cultural awareness; Business travel in your country</p> <p>The needs of the business traveller; Culture guide; Business travel and tourism industry; Comparing conference centres</p>
Week fourteen:	<p>Checking out Quality standards; Receptionist duties</p> <p>Life in the front office; Common problems; Can I have my bill?; Check-out procedures; Unsolicited feedback; Solving problems; Checking guests out</p>
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.