

Faculty of Tourism and Hospitality / TOURISM AND HOTEL MANAGEMENT / English language 2

Course:	English language 2			
Course ID	Course status	Semester	ECTS credits	Lessons (Lessons+Exercises+Laboratory)
10221	Mandatory	2	5	2+1+0
Programs	TOURISM AND HOTEL MANAGEMENT			
Prerequisites				
Aims	Mastering writing and speaking in English			
Learning outcomes	After passing this exam, the students will be able to: 1. Talk about different types of accommodation in our country, "Smile" while taking a reservation by telephone 2. Promote local tourism, use marketing terminology 3. Talk about different jobs at airports, give information about low-cost carriers 4. Give advice about customs in our country, talk about customs in different countries 5. Take notes while taking reservations, be polite while dealing with questions and requests			
Lecturer / Teaching assistant	Aleksandra Bataković, MA			
Methodology	Lectures, exercises, tests and conversation at the end of second semester, consultation			
Plan and program of work				
Preparing week	Preparation and registration of the semester			
I week lectures	Local accommodation, Taking a reservation by telephone			
I week exercises	Exercises			
II week lectures	Local tourism promotion, Promotional techniques			
II week exercises	Exercises			
III week lectures	Marketing terminology, The language of advertising			
III week exercises	Exercises			
IV week lectures	Questionnaire tactics, The ups and downs of flying			
IV week exercises	Exercises			
V week lectures	Air travel, Low-cost or traditional carriers			
V week exercises	Exercises			
VI week lectures	Ability and suitability, Cultural tips			
VI week exercises	Exercises			
VII week lectures	Test 1			
VII week exercises	Test 1			
VIII week lectures	At the trade fair, Cultural differences			
VIII week exercises	Exercises			
IX week lectures	Taking a booking, Computer reservation system			
IX week exercises	Exercises			
X week lectures	Abbreviations and codes, Reservation system for tourism			
X week exercises	Exercises			
XI week lectures	Working in airports, Air passengers rights			
XI week exercises	Exercises			
XII week lectures	Airport facilities and services, Airport language			
XII week exercises	Exercises			
XIII week lectures	Jobs in tourism, Producing a CV			
XIII week exercises	Exercises			
XIV week lectures	The needs of the business traveller, US visa requirements			

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XIV week exercises	Exercises					
XV week lectures	Could you be a flight attendant, Designing and explaining cruise accommodation					
XV week exercises	Exercises					
Student workload	2 Lectures + 1 Exercises					
Per week			Per semester			
5 credits x 40/30=6 hours and 40 minuts 2 sat(a) theoretical classes 0 sat(a) practical classes 1 excercises 3 hour(s) i 40 minuts of independent work, including consultations			Classes and final exam: 6 hour(s) i 40 minuts x 16 =106 hour(s) i 40 minuts Necessary preparation before the beginning of the semester (administration, registration, certification): 6 hour(s) i 40 minuts x 2 =13 hour(s) i 20 minuts Total workload for the subject: 5 x 30=150 hour(s) Additional work for exam preparation in the preparing exam period, including taking the remedial exam from 0 to 30 hours (remaining time from the first two items to the total load for the item) 30 hour(s) i 0 minuts Workload structure: 106 hour(s) i 40 minuts (courses), 13 hour(s) i 20 minuts (preparation), 30 hour(s) i 0 minuts (additional work)			
Student obligations			Students have to attend lectures, do homework and do tests.			
Consultations			Twice a week			
Literature			Walker, R. And Harding, K., Oxford English for Careers Tourism 1, Student's Book, Oxford University Press, 2006. Walker, R. And Harding, K., Oxford English for Careers Tourism 3, Student's Book, Oxford University Press, 2009. Harding, K., Going Internat			
Examination methods			Lectures 10 points Test 1 40 points Final exam 30 points - Test 2 Final exam 20 points - conversation			
Special remarks						
Comment						
Grade:	F	E	D	C	B	A
Number of points	less than 50 points	greater than or equal to 50 points and less than 60 points	greater than or equal to 60 points and less than 70 points	greater than or equal to 70 points and less than 80 points	greater than or equal to 80 points and less than 90 points	greater than or equal to 90 points