



ESOGU Tourism Faculty Course Information Form

TERM	Fall
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COURSE CODE		COURSE NAME	Vocational English I
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SEMESTER	WEEKLY COURSE HOURS			COURSE			
	Theoretical	Practice	Laboratory	CREDITS	ECTS	TYPE	LANGUAGE
V	2	0	0	2	4	CORE () ELECTIVE (X)	English
COURSE CATEGORY							
Supportive Courses	Basic Vocational	Proficiency/Field	Human, Communication, and Management Skills		Transferable Skills		
X							
ASSESSMENT CRITERIAS							
DURING TERM		Activity	Number	Percentage (%)			
		I. Mid-Term	1	40			
		II. Mid-Term					
		Quiz					
		Homework					
		Project					
		Report					
		Other (.....)					
FINAL EXAM			1	60			
PREREQUISITE(S) (IF ANY)							
COURSE CONTENT		To teach students the relevant and necessary terms , vocabulary chunks and grammar structures that they will need in the work of life which will (supposed to) be in the field of Tourism					
COURSE OBJECTIVES		To make students communicate well enough at work, to be able to use the necessary terms in the conversations at a hotel reception, tour agent, in some normal or problematic situations they face at work, while dealing with the clients/ guests/ customers					
CONTRIBUTION OF THE COURSE TO THE VOCATIONAL TRAINING							
COURSE OUTCOMES		Students are supposed to be able to communicate and express themselves well enough when they have to talk to customers at work (in their own field)					
TEXTBOOK(S)		English for International Tourism					
SUPPORTIVE RESOURCES		Videos in English that include dialogues in a hotel, reception, tour agency and listening activities related to texts in the coursebook					
EQUIPMENTS REQUIRED							

COURSE OUTLINE	
WEEK	SUBJECTS / TOPICS
1	Introduction to the course , checking previous information and background of students
2	General ideas about tourism statistics
3	Checking and confirming details, making the right booking
4	Working conditions and salaries in tourism
5	Covering letters
6	Visitor information centers (Comparative ,superlative forms)
7	Dealing with enquiries improve a service
8	Package tour (Past simple) cultural heritage
9	City tours, designing a package tour
10	Hotel services and facilities (Modal verbs)
11	Dealing with complaints, make a good hotel great
12	Food and beverage (countable&uncountable nouns)
13	Meeting customers' needs
14	Rescue a restaurant, tour itineraries
15,16	Final exam

NO	OUTCOMES	3	2	1
1	To understand the terms and concepts this related with tourism and hotel management.			X
2	To be able to plan the process of investment of a new established tourism company.			X
3	To be able to manage companies to be established in the areas of tourism.			X
4	To understand local, national and international dimension of management in tourism administration.			X
5	To have the knowledge of using and evaluating the tools that can analyze a tourism company with its internal and external environment			X
6	To be able to use information and communication technologies with computer at a level which tourism sector requires.			X
7	To understand the sectoral conditions at a level they can cope with the constant fluctuations depending on the flexible demands in the area of tourism management.			X
8	To be expertise at a special area of a tourism company (the services of front office, housekeeping, sales and marketing etc.) and hotel management			X
9	To be able to research scientific knowledge about tourism and hotel management.			X
10	To be able to understand and comment the new trends about tourism industry.			X
11	To have sufficient knowledge and consciousness of the subjects concerning society (the protection of natural and cultural environment)			X
12	To define the source of the problems in the field by using critical thinking.			X
13	To have verbal and written communication skills in Turkish base on tourism sector.			X
14	To have verbal and written communication skills in at least one, by choice two foreign languages.	X		
15	To be able to communicate by empathy with the managers of companies, customers and employees.			X
1: Few 2: Partially 3: Many				

Instructor Name :