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|  **UNIVERSITY OF NIŠ** |
| **Course Unit Descriptor** | **Faculty**  | [**Faculty of Sciences and Mathematics**](http://wpresspmf.pmf.ni.ac.rs/?lang=en) |
| **GENERAL INFORMATION** |
| Study program  | **Tourism** |
| Study Module (if applicable) | Tourism |
| Course title | **English language II** |
| Level of study | ☐Bachelor ☐ Master’s ☐ Doctoral |
| Type of course | ☐ Obligatory ☐ Elective |
| Semester  |  ☐ Autumn ☐Spring |
| Year of study  | The first year |
| Number of ECTS allocated | 6 |
| Name of lecturer/lecturers | Sonja Miletić |
| Teaching mode |  ☐Lectures ☐Group tutorials ☐ Individual tutorials ☐Laboratory work ☐ Project work ☐ Seminar ☐Distance learning ☐ Blended learning ☐ Other |
| **PURPOSE AND OVERVIEW (max. 5 sentences)** |
| The course aimsAdoption and development of language skills the field of tourism.OutcomeCompetence in oral and written communication in English in the field of tourism. |
| **SYLLABUS (brief outline and summary of topics, max. 10 sentences)** |
| ContentsTravel Agencies and Tour Operators (giving holiday information, talking about holiday experience, writing and responding to letters of inquiry); Recruitment and Job Hunting (writing CVs, covering letters and applications, taking part in job interviews); Tourism Organisations and Tourist Boards (note-taking, writing a summary based on notes, giving a short presentation from notes, talking and writing about modern-day developments); Tourist Boards, Tour Operators, Travel Agencies and TICs (working with figures, a questionnaire designing and carrying out a survey, giving information from a chart, reporting on the nature and value of tourism in a country); Travel Agencies (telephoning, taking bookings and filling in booking forms, asking for and confirming information, writing letters of confirmation, writing a set of instructions: payment procedure); Travel Agencies and Tour Operators (reading brochures, giving information and advice, helping clients make choices, writing letters of recommendation); Tour Operators and Hoteliers (writing reports, planning a package tour, negotiating an agreement, writing a letter of confirmation); Tourist Boards (identifying strengths and weaknesses of a country, describing ways of promoting an area, writing promotion materials, describing an itinerary, presentations: reporting on a familiarization trip); Ecological and Economic Issues (taking part in public meetings, writing press releases) Transport (mapping an itinerary, writing a fax: airport passenger handling activities); Customer Relations (dealing with complaints, writing letters of apology, writing letters confirming agreements, dealing with a claim for compensation, writing letters to dissatisfied customers); Hotels (negotiating bookings for conferences and groups, writing letters of inquiry, writing letters of confirmation, writing memos, describing hotel facilities, taking part in a meeting to decide on the viability of a new venture, choosing a site for a hotel,); Tourist Information (writing a tourist information leaflet, writing and recording a message, giving advice and suggestions on tourist attractions); Guided Tours (describing museum exhibits and monuments, writing notices, giving a guided tour, designing a program of excursions); Conference Organisers (describing conference facilities, negotiating rates, promoting conference venues, telephone selling, promotional writing letters); |
| **LANGUAGE OF INSTRUCTION** |
| ☐Serbian (complete course) ☐ English (complete course) ☐ Other \_\_\_\_\_\_\_\_\_\_\_\_\_ (complete course)☐Serbian with English mentoring ☐Serbian with other mentoring \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **ASSESSMENT METHODS AND CRITERIA** |
| **Pre exam duties** | **Points** | **Final exam** | **points** |
| **Activity during lectures** | **30** | **Written examination** | **30** |
| **Practical teaching** | **/** | **Oral examination** | **40** |
| **Teaching colloquia** | **/** | **OVERALL SUM** | **100** |
| **\*Final examination mark is formed in accordance with the Institutional documents** |