



## AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Professional English For Hotel Management II							
Course Code		THM220		Couse Level		Short Cycle (Associate's Degree)			
ECTS Credit	4	Workload	104 ( <i>Hours</i> )	Theory	4	Practice	0	Laboratory	0
Objectives of the Course		It is aimed to teach listening and speaking based English to the students who were exempted from prep class by using audio-visual equipments and tourism related materials.							
Course Content		This course covers teaching professional English at intermediate level parallel to the syllabuses of the departments of Culinary, Tourism and Hotel Management and Tourism and Travel Industry.							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Demonstration, Discussion					
Name of Lecturer(s)		Ins. Mehmet Burak OKŞAR							

### Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	70

### Recommended or Required Reading

1	Highly Recommended
2	Tourism 1 -2 -3

Week	Weekly Detailed Course Contents	
1	Theoretical	Dealing with Complaints
2	Theoretical	Jobs and Workplaces
3	Theoretical	Explaining and Instructing
4	Theoretical	Taking Telephone Requests-Taking Difficult Phone Calls
5	Theoretical	Health and Safety at Work
6	Theoretical	Giving Directions indoors and Outside
7	Theoretical	Facilities for the Business Traveler
8	Intermediate Exam	Midterm Examination
9	Theoretical	Offering Help and Advice
10	Theoretical	Dealing with Problems
11	Theoretical	Paying Bills
12	Theoretical	Payment Queries
13	Theoretical	Applying for a Job
14	Theoretical	The Interview
16	Final Exam	Final Exam

### Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	2	4	84
Midterm Examination	1	8	1	9
Final Examination	1	10	1	11
Total Workload (Hours)				104
[Total Workload (Hours) / 25*] = ECTS				4

\*25 hour workload is accepted as 1 ECTS

### Learning Outcomes

1	Having basic concepts about hotel management
2	Having the ability of using English and other languages to communicate and follow researches related to department.
3	Operating all the equipments and devices used at hotel industry.



4	The aim of this course is to provide the students with the English equivalent of tourism terms (words and expressions) used in the hotel.
5	It will create a foreign language infrastructure for the subjects that overlap with vocational courses

**Programme Outcomes** (*Tourism and Hotel Management*)

1	To be able to use a second foreign language at intermediate level
2	To have the ability to use information technologies in the field at a good level.
3	Competence in human relations and behaviors required by tourism industry.
4	To be able to dominate the issues of entrepreneurship and business establishment procedures in the field of accommodation management
5	To have the knowledge and skills required by the profession
6	To have information about equipment and equipment used in accommodation establishments

**Contribution of Learning Outcomes to Programme Outcomes** 1:Very Low, 2:Low, 3:Medium, 4:High, 5:Very High

	L1	L2	L3	L4	L5
P1	5	5	5	5	5
P3	4	4	4	4	4
P4	4	4	4	4	4
P5	4	4	4	4	4
P6	4	4	4	4	4

