



AYDIN ADNAN MENDERES UNIVERSITY
DAVUTLAR VOCATIONAL SCHOOL
HOTEL RESTAURANT AND CATERING SERVICES
TOURISM AND HOTEL MANAGEMENT
COURSE INFORMATION FORM

| | | | | | | | | | |
|--|--|--------------|------------|--------|----------------------------------|----------|---|------------|---|
| Course Title | Professional Foreign Language I | | | | | | | | |
| Course Code | TRZM209 | Course Level | | | Short Cycle (Associate's Degree) | | | | |
| ECTS Credit | 2 | Workload | 50 (Hours) | Theory | 2 | Practice | 0 | Laboratory | 0 |
| Objectives of the Course | This course aims at teaching basic vocabulary about tourism, hotel management, accommodation, and conversations for communicating with guests at a hotel and restaurant. | | | | | | | | |
| Course Content | what is tourism, jobs at tourism, types of accommodation, check-in, the hotel room, taking orders at a restaurant, complaints and solutions, services and facilities at a hotel, check-out | | | | | | | | |
| Work Placement | N/A | | | | | | | | |
| Planned Learning Activities and Teaching Methods | Explanation (Presentation), Individual Study | | | | | | | | |
| Name of Lecturer(s) | Ins. Bilge Sevim OKUYAN | | | | | | | | |

| Assessment Methods and Criteria | | |
|---------------------------------|----------|----------------|
| Method | Quantity | Percentage (%) |
| Midterm Examination | 1 | 40 |
| Final Examination | 1 | 60 |

| Recommended or Required Reading | |
|---------------------------------|---|
| 1 | Oxford English for Careers: Tourism by Robin Walker and Keith Harding |

| Week | Weekly Detailed Course Contents | |
|------|---------------------------------|---|
| 1 | Theoretical | What is Tourism? |
| 2 | Theoretical | Jobs at Tourism |
| 3 | Theoretical | Jobs at Tourism |
| 4 | Theoretical | Types of Accommodation |
| 5 | Theoretical | Types of Accommodation |
| 6 | Theoretical | Check-in |
| 7 | Theoretical | The Hotel Room |
| 8 | Theoretical | Services and facilities at a hotel |
| 9 | Theoretical | Taking restaurant orders |
| 10 | Theoretical | Complaints & Solutions |
| 11 | Theoretical | Complaints & Solutions Writing Practice |
| 12 | Theoretical | Check-out |
| 13 | Theoretical | Check-out |
| 14 | Theoretical | Revision |

| Workload Calculation | | | | |
|---------------------------------------|----------|-------------|----------|----------------|
| Activity | Quantity | Preparation | Duration | Total Workload |
| Lecture - Theory | 14 | 0 | 2 | 28 |
| Assignment | 5 | 0 | 2 | 10 |
| Individual Work | 5 | 0 | 2 | 10 |
| Midterm Examination | 1 | 0 | 1 | 1 |
| Final Examination | 1 | 0 | 1 | 1 |
| Total Workload (Hours) | | | | 50 |
| [Total Workload (Hours) / 25*] = ECTS | | | | 2 |

*25 hour workload is accepted as 1 ECTS

| Learning Outcomes | |
|-------------------|---|
| 1 | Students are able to describe jobs at tourism. |
| 2 | Students are able to classify types of accommodation. |
| 3 | Students are able to communicate with guests during check-in. |



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|---|---|
| 4 | Students are able to talk about facilities at a hotel and hotel room. |
| 5 | Students are able to communicate with guests during check-out. |

Programme Outcomes (*Tourism and Hotel Management*)

| | |
|---|-----|
| 1 | ... |
| 2 | ... |
| 3 | ... |
| 4 | ... |
| 5 | ... |

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

| | |
|----|----|
| | L1 |
| P1 | 5 |

