



## AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Professional English For Travel Services II							
Course Code		TTS220		Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	4	Workload	102 ( <i>Hours</i> )	Theory	4	Practice	0	Laboratory	0
Objectives of the Course		In this course, in addition to the general English learned at the preparatory school, it is aimed to teach the students Professional English which focuses on agency terms that they can use in their professional life in the future..							
Course Content		The aim of this course is to educate students to be prepared to speak English fluently, communicate well with both the employer and the guests in the workplace, and also to be familiar with all agency jargon and know the English equivalents of professional terms							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Demonstration, Discussion, Case Study					
Name of Lecturer(s)		Ins. Muhammet Nimet ÇAVUŞ							

### Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	40
Term Assignment	1	20

### Recommended or Required Reading

1	Career Paths / Tourism – Cambridge University Press
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Week	Weekly Detailed Course Contents	
1	Theoretical	Airport Procedures
2	Theoretical	Travel Delays
3	Theoretical	Taking Reservations
4	Theoretical	Changing a Reservation
5	Theoretical	Problems with Reservations
6	Theoretical	Difficult Customers
7	Theoretical	Farewell
8	Theoretical	Midterm Exam
9	Theoretical	Methods of Transportation
10	Theoretical	Local Attractions
11	Theoretical	On a Tour
12	Theoretical	Discussing Rules and Policies on a Tour
13	Theoretical	Release Form
14	Theoretical	Writing Job Application Letter / Writing a Résumé (CV)
15	Final Exam	Final Exam

### Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	1	4	70
Term Project	1	15	1	16
Midterm Examination	1	4	1	5
Final Examination	1	10	1	11
Total Workload (Hours)				102
[Total Workload (Hours) / 25*] = ECTS				4

\*25 hour workload is accepted as 1 ECTS



**Learning Outcomes**

1	The aim of this course is to enable students to complete the course by learning the English equivalents of the professional terms (words and expressions) that they use while working (in the office, at the airport, on tours, etc.).
2	Through listening and speaking activities, students will be able to understand what they are listening to and improve their ability to say what they think.
3	To enable students to speak English fluently.
4	To convey the most polite English expressions and patterns that the student will use in his / her professional life to the student in a practical way with audio and written materials.
5	Students will learn the necessary terms and grammar structures needed while learning a foreign language by reading, speaking and listening.

