



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title	Professional English For Hotel Management II								
Course Code	THM220	Course Level		Short Cycle (Associate's Degree)					
ECTS Credit	4	Workload	104 (Hours)	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)									

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

Recommended or Required Reading	
1	Highly Recommended
2	Tourism 1 -2 -3

Week	Weekly Detailed Course Contents & Teaching Methods	
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	Theoretical	Genel Review/ 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
15	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

