

The University of Jordan/ Aqaba
The Faculty of Tourism and Hospitality
Department of Tourism Management
English for Tourism and Hospitality (2) (5301132)
First Semester 2020/2021

Instructor: Yahya Alzghoul, Ph.D
Office hours: 11am_12 pm Wed &Thu
Email: ya.alzghoul@ju.edu.jo
Course time: Wednesdays, Thursdays 9:30 am _11:00 am
Teaching methodology: Online
Platform: Microsoft Teams

✚ Course Description:

This course aims at developing the students' English skills as related to tourism activities. It covers various types and styles of English communication with tourists on sites and guests in hotels in English terms and expression appropriate to their needs at various times.

✚ Course Objectives:

This course will help students to:

- Understand the importance of successful interaction through English.
- Able to use English for skills fluently.
- Be skillful on English use for career purpose.
- Communicate in given situation accurately.
- Understand both verbal and non-verbal communication.
- Read industry-related texts effectively.
- Write job-related texts in accurate English.
- Use vocabulary or expressions in tourism.
- Write a brief description about tourism destinations and activities.

✚ Specific Learning Outcomes:

After successful completion of this course, students will be able to:

- Improve their ability to communicate in English.
- Gain confidence in using English in the tourism-related environment.
- Enlarge the vocabulary with terminology from tourism.
- Use in active way knowledge of grammar structure.

✚ Required Text

Walker, R. & Harding, K. (2011) *Oxford English for Careers: Tourism 1: Student's Book*. Oxford: Oxford University Press.

✚ Additional Readings:

Supplementary readings may be distributed in class or otherwise made available to you. Students will be responsible for reading all assigned materials prior to class.

✚ Course Policy

- Please arrive ON TIME and do not enter the classroom if the door is closed.
- Please take care of your needs for restrooms, water, etc. before class starts so we will not have the disruption of students moving in and out of the room during class.
- Please turn off all cell phones during class.
- When a classmate or instructor speaking, please do not talk.
- If the instructor is more than 10 minutes late to class, you can leave.
- Disruption of class will not be tolerated. Students disrupting the classroom learning environment will be asked to leave class.

- Students, who miss 15% of class meetings, will not be allowed to take the final exam and her/his grade should be zero (F).
- Students who miss will receive a score of zero for any exam they miss unless they have a well-documented case of injury, sickness, medical condition, or other emergency that caused them to miss the exam.
- Homework should be hand-written and submitted to the instructor by the specified due date and time in the classroom. Late one will attract a 20% reduction in grade for every day late.

✚ Evaluation

- Midterm exam 30 points
- Final exam 50 points
- Assignments and participation 20 points

Note: Students must present and discuss their assignments in the classroom.

✚ Course schedule

Week	Units	Learning objectives
1-2	Unit 7: Accommodation	<ul style="list-style-type: none"> • Be familiar with different accommodation types in tourism and hospitality industry • Describe different accommodation types • Giving detailed information about hotels and other accommodation types
3-4	Unit 8: Marketing and Promotion	<ul style="list-style-type: none"> • Be aware of the concept of marketing • Describe different components of the marketing mix • Write a brief promotional text
5-6	Unit 9: The Arline Industry	<ul style="list-style-type: none"> • Be familiar with the terminology pertaining to airline industry • Be aware of different carrier types • Know how introduce and produce a questionnaire
7	The mid exam will be held on Wednesday ,20 March	
8-9	Unit 10: Holiday with a difference	<ul style="list-style-type: none"> • Be familiar and describe different holiday types • Be able to talk about and ask about past experiences • Describe service provision, and be able to talk about services offered using different ways.
10-11	Unit 11: Reservation and Sales	<ul style="list-style-type: none"> • Know services and products offered by travel agencies • Be aware of different stages of sales process • know how to provide suggestions and offer advice
12-13	Unit 12: Airport Departure	<ul style="list-style-type: none"> • Know different facilities and services offered at airports • know how to respond politely a client's inquiries • know how to describe timetables

Note: Schedule is subject to change with notification