



Polytechnic Institute of Viseu

School of Technology and Management of Viseu

Course title	English for Hospitality		
Scientific area	Languages		
Teaching method	During the course many different teaching methods will be used.		
Lecturers:		Language of instruction	English
ECTS	6	Semester	Fall
Hours per week	4,5	Hours per semester	TP: 58,5; OT: 13
Objectives of the course	<p>By the end of the course, participants should be able to:</p> <ul style="list-style-type: none"> - Expand their practical comprehension skills in the field of hospitality and tourism concepts; - Expand listening skills that are required when listening for information and keywords; - Expand their communication skills and master vital phrases in the field of hospitality and tourism; - Improve the use of the English language confidently in terms of fluency; - Use grammatical structures precisely; - Widen the existing vocabulary in the target field; - Enhance communication skills with potential customers, clients and colleagues in English 		
Entry requirements	There aren't any.		
Course contents	<p>I. Types of accommodation:</p> <ol style="list-style-type: none"> a. Describing different types of accommodation; b. Describing location (choosing a site for a hotel) c. Describing the facilities and services that different types of accommodation may offer; d. Creating a new venture; e. Hotel operations; <p>II. Make recommendations;</p> <p>III. Check guests in;</p> <p>IV. Check guests out;</p> <p>V. Dealing with customers:</p> <ol style="list-style-type: none"> a. Importance of customer care policies; b. Dealing with customers and their specific needs; c. Procedures for handling complaints; <p>VI. Write emails and memos for a variety of travel and tourism situations including requesting and confirming information and decisions, providing information, responding to/making a complaint/apology;</p> <p>VII. Hotels and accessibility:</p> <ol style="list-style-type: none"> a. Facilities for disabled people <p>VIII. Hotel branding:</p> <ol style="list-style-type: none"> a. Creating a brochure; b. Promotional language. 		
Assessment methods	A communicative approach will be used. Students will be given the widest possible opportunities to use English for self-expression; they will learn it by using as well as analysing it.		

	As far as assessment is concerned, there is a focus on a holistic approach that monitors teaching effectiveness and student learning in multiple ways. Students will be evaluated through different means: an oral exam, a written exam, written and oral tasks as well as their participation and attitudes.
Recommended readings	<p>Beaver, A. (2005). A dictionary of travel and tourism terminology. Wallingford, UK: CABI Publ.</p> <p>Raymond, M. (2015). English Grammar in Use Book With Answers and Interactive Ebook Self-study Reference and Practice Book for Intermediate Learners of English. Cambridge: Cambridge University Press.</p> <p>Strutt, P. (2013). English for International Tourism: Intermediate. Essex: Pearson</p> <p>Strutt, P. (2013). English for International Tourism: Upper-Intermediate. Essex: Pearson</p> <p>Walker, R., & Harding, K. (2009). Oxford English for Careers: Tourism 1. Oxford: Oxford University Press.</p> <p>Walker, R., Harding, K. (2007). Oxford English for Careers Tourism 2. Oxford: Oxford University Press.</p> <p>Walker, R., Harding, K. (2009). Oxford English for Careers Tourism 3. Oxford: Oxford University Press</p>
Additional information	