

**NEAR EAST UNIVERSITY**  
**SCHOOL OF TOURISM AND HOTEL MANAGEMENT**  
**COURSE OUTLINE**  
**English III - ENG 202**  
**2015- 2016 Academic Year**  
**Spring Semester**

**Instructor:** Hatice Safa  
**Level of Course:** English IV  
**Pre-requisite:** Eng 201  
**Credit Hours:** (3.1) 3

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**COURSE DESCRIPTION:** This course is intended for both the two-year and the four-year School of Tourism and Hotel Management students who are at upper intermediate level of English. This course provides the language needed to discuss and work with tourism issues at a basic managerial level. Emphasis is placed on the strategies necessary for effective professional communication. The course provides extensive opportunity for developing listening, speaking, reading, and writing skills. They provide realistic and communicative practice of language skills needed in tourism. Special attention is given to practical applications of written skills like report writing, formal letter writing and how to prepare for a power point presentation. It also offers guidance and support for developing the skills necessary for independent language learning.

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**ASSESSMENT**

<b>Final</b>	50%
<b>Mid-Term Exam</b>	35%
<b>Quizzes, Class Participation &amp; Assignments</b>	15%

**Attendance is compulsory.**

**REQUIRED TEXT BOOK:**

Robin Walker & Keith Harding (2011), "Oxford English for Careers TOURISM 3", Oxford University Press

**REFERENCE TEXT BOOK & LINKS:**

- Mark Folley & Diane Hall (2012), "MyGrammarLab" INTERMEDIATE (B1/B2), Pearson also available online [www.mygrammarlab.com](http://www.mygrammarlab.com)
  
- Practice Links are provided by Oxford University Press for students' practice.  
<https://elt.oup.com/student/oefc/tourism3/?cc=tr&selLanguage=en>

TEACHING WEEK	Week Begining	LESSON CONTENT
		<p><b><u>Regarding the Course Book all Units entail:</u></b></p> <ul style="list-style-type: none"> <li>➤ a warm-up activity,</li> <li>➤ ‘It’s my job’ introduces people in different tourism environments to help students gain insight into the skills required,</li> <li>➤ Customer care – related directly to specific jobs in tourism – a very important part of the tourism industry</li> <li>➤ Find out – encourages students to take an active role in the learning process, both in terms of their English language work and the subject of tourism itself,</li> <li>➤ Vocabulary - students meet a large amount of vocabulary</li> <li>➤ Language Spot – focuses on grammar generated by the topic of the unit and concentrates on its practical application,</li> <li>➤ Listening, Reading, Speaking, Writing</li> </ul>
1	Feb 1 <sup>st</sup>	UNIT 1 Tourism today <u>Language Spot:</u> <ul style="list-style-type: none"> <li>➤ Describing change and consequence (p.120)</li> <li>➤ Giving opinions, agreeing, and disagreeing (p.125)</li> </ul>
2	Feb 8 <sup>th</sup>	UNIT 2 NTOs <u>Language Spot:</u> <ul style="list-style-type: none"> <li>➤ Organizing and running a meeting (p.124)</li> </ul>
3	Feb 15 <sup>th</sup>	UNIT 3 Managing tour operations <u>Language Spot:</u> <ul style="list-style-type: none"> <li>➤ Degrees of future probability (p.122)</li> <li>➤ Negotiating (p.124)</li> </ul>
4	Feb 22 <sup>nd</sup>	UNIT 4 Hotel Management <u>Language Spot:</u> <ul style="list-style-type: none"> <li>➤ Comparing hotel groups (p.119)</li> <li>➤ Selling yourself (p.126)</li> </ul>

5	Feb 29 <sup>th</sup>	UNIT 5 e-Travel <u>Language Spot:</u> ➤ Starting your presentation – introductions with an impact (p.125)
6	Mar 7 <sup>th</sup>	UNIT 6 Quality in tourism <u>Language Spot:</u> ➤ Dealing with written complaints – letters and emails (p.124)
7	Mar 14 <sup>th</sup>	UNIT 7 The impacts of tourism <u>Language Spot:</u> ➤ Turn taking and making your point in a discussion (p.126)
8	March 21 <sup>st</sup> – 26 <sup>th</sup>	<b>MIDTERM EXAMS</b>
9	Apr 4 <sup>th</sup>	UNIT 8 Built attractions <u>Language Spot:</u> ➤ ‘Signposting’ a talk (p.125)
10	Apr 11 <sup>th</sup>	UNIT 9 Events management <u>Language Spot:</u> ➤ Explaining and defining (p.121) ➤ Briefing and clarifying arrangements (p.123)
11	Apr 18 <sup>th</sup>  National Holiday Apr 23 <sup>rd</sup>	UNIT 10 Sustainable tourism <u>Language Spot:</u> ➤ Authority – use with care(p.126)

12	Apr 25 <sup>th</sup>	UNIT 11 Social tourism <u>Language Spot:</u> ➤ Written recommendations (p.126)
13	May 2 <sup>nd</sup>	UNIT 12 Tomorrow's tourism <u>Language Spot:</u> ➤ Expressing future predictions (p.122) ➤ Asking and answering hypothetical questions (p.118) <b>What...if...? What should we do to...? What + noun...? How + would / could...?</b>
14	May 9 <sup>th</sup>  End of Classes May 13 <sup>th</sup>	<b>Catch Up / Review</b>
15	May 16 <sup>th</sup>	<b>FINAL EXAMS</b>
16	June 6 <sup>th</sup> - 8 <sup>th</sup>	<b>RE-SIT EXAMS</b>
	June 15 <sup>th</sup> - 17 <sup>th</sup>	<b>Graduation Ceremony</b>

# LESSON MATERIAL

## ENG 202

### SUPPORT MATERIAL FOR GRAMMAR, TOURISM SPECIFIC VOCABULARY, READING AND LISTENING

COURSE BOOK: OXFORD ENGLISH FOR CAREERS TOURISM 3

## UNIT 1 Tourism Today

### Language Spot

- See **Language reference** on describing change and consequence on pg120 of the course book. Then attempt the below links.
- See **Language reference** on giving opinions, agreeing, disagreeing on pg125 of the course book. Then attempt the below links.

### Language Spot

[https://elt.oup.com/student/oefc/tourism3/a\\_languagespot/oefc\\_tourism\\_gr01?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/a_languagespot/oefc_tourism_gr01?cc=tr&sellLanguage=en)

### Listening

[https://elt.oup.com/student/oefc/tourism3/c\\_listening/oefc\\_tourism\\_lst01?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/c_listening/oefc_tourism_lst01?cc=tr&sellLanguage=en)

### Vocabulary

[https://elt.oup.com/student/oefc/tourism3/b\\_vocabulary/oefc\\_tourism\\_vb01?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/b_vocabulary/oefc_tourism_vb01?cc=tr&sellLanguage=en)

## EXTRA INFO and PRACTICE LINKS

### Language Review and Practice

Describing changes and trends generally consists of **three parts**:

- Use a verb (or an adjective and a noun) to describe movement
- Describe the speed or size of the movement

- Explain the reason or consequence of the change

You can also view it this way: **Verb + Speed/Size + Result/Reason/Consequence**

### Example

In 2011, Samsung's profits **increased (verb) + considerably (size) + thanks to (reason)** its successful Galaxy S series.

### Part 1

Here are some **verbs** you can use **to describe change and movement**.

#### Upward Movement

To climb  
To rise  
To go up  
To improve  
To pick up  
To recover  
To increase  
To reach a peak

#### Downward Movement

To fall  
To decline  
To bottom out  
To decrease  
To drop  
To plummet  
To deteriorate  
To hit a low  
To slip back  
To go down

#### Horizontal Movement

To even out  
To remain stable  
To stabilize

### Here is another possible classification of the verbs

#### **Increasing**

To Increase  
To rise  
To grow  
To expand

#### **Increasing rapidly**

To rocket  
To soar  
To shoot up  
To take off  
To surge

#### **Decreasing**

To decline  
To decrease  
To fall

#### **Decreasing rapidly**

To plunge  
To slump  
To drop  
To plummet

#### **(no change / to reach an equilibrium)**

To stabilize  
To stagnate  
To level off  
To remain steady

#### **(To reach a minimum/ maximum)**

To peak  
To bottom out

## Part 2

Here are some **adjectives and adverbs** you can use **to describe the speed and size of change.**

### Speed of Change

Rapid – Rapidly  
Slow – Slowly  
Sudden – Suddenly  
Sharp – Sharply  
Steady – Steadily  
Gradual – Gradually  
Fast – Quickly

### Size of Change

Noticeable – Noticeably  
Substantial – Substantially  
Considerable – Considerably  
Slight – Slightly  
Significant – Significantly  
Dramatic – Dramatically  
Negligible – Negligibly

## Part 3

Here are some **expressions** you can use **to express reason, consequence, and result:**

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• As a result of</li><li>• Due to</li><li>• Because of</li><li>• Was the reason for</li><li>• Caused</li><li>• Resulted in</li></ul> | <ul style="list-style-type: none"><li>• Explains</li><li>• Accounts for</li><li>• That is why</li><li>• Consequently</li><li>• So</li><li>• Thanks to</li></ul> |
|--|---|

### **Time Expressions You Can Use**

- In January / In 2011
- In Q1 / Q2 / Q3 / Q4 (In the first quarter / second quarter / third quarter / fourth quarter)
- From January to March

### **Examples**

- Apple's sales **increased significantly due to** the launch of the iPhone 4.  
[verb + adverb construction]

There was a **significant increase** in Apple's sales **due to** the launch of the

iPhone 4.

[adjective + noun (word) construction]

- Our turnover **remained stable** in January and February. However, in March and April, it **dropped suddenly as a result of** the financial crisis.

[verb + adverb construction]

In March and April, there was a **sudden drop in** our turnover **as a result of** the financial crisis.

[adjective + noun (word) construction]

### When do we use...?

1. **By** – following a verb to show the quantity of the change (+ passive agent), eg. “House prices rose by 2% last quarter.”

2. **Of** – to show the quantity of change of a noun, eg. “There was a rise of 2% in house prices last quarter.”

3. **To** – to show the limit / destination of a movement / change

4. **From** – to show the starting point / lower limit of a movement / change

5. **At** – to indicate the position of a measurement, eg. “Inflation remained steady at 1.3%.”

6. **In** – to indicate the field/ area affected by a change, or, the period of time (month, year, season etc), eg. “There was a fall in unemployment last year.”

7. **Since** – to indicate the point in time when an associated period of time began, eg. “He has been living in London since 2009.” Remember that “since” signals the need of a perfect verb, eg. “The European financial markets have been stagnating since 2007.”

8. **For** – + period of time to indicate the length of a period of time, eg. “He has been living in London for 3 years.”

9. **During** – to indicate the period of time when something occurred.

**Try this Exercise on Prepositions then check your answers below.**

1. The rate of unemployment normally INCREASES \_\_\_\_\_ a recession.
2. Microsoft’s share price HAS INCREASED \_\_\_\_\_ 3.5% \_\_\_\_\_ 2001.
3. Housing prices WENT UP \_\_\_\_\_ 2.3% in the EU last month.
4. Inflation HAS REMAINED stable \_\_\_\_\_ 2% in the EU this year.



5. Intel's share price ROSE \_\_\_\_\_ \$100 \_\_\_\_\_ \$120 \_\_\_\_\_ 1999.
6. The stock market IS BEHAVING wildly. It FELL \_\_\_\_\_ yesterday's peak \_\_\_\_\_ 11,000 only to rebound in late trading this afternoon.
7. There WAS a fall \_\_\_\_\_5% in salaries in 2008.
8. Stock prices WENT UP \_\_\_\_\_ £20bn in value yesterday.
9. There WAS an increase \_\_\_\_\_ 1.5% \_\_\_\_\_ unemployment during the period January to March 2009.
10. Sales of security systems HAVE INCREASED \_\_\_\_\_ 200% \_\_\_\_\_ two years in a row.
11. Sales of ice cream in France SHOT UP \_\_\_\_\_ the summer of 2003 due to a searing heat wave.

### KEY TO ABOVE EXERCISE

- |              |               |                 |
|--------------|---------------|-----------------|
| 1. in/during | 5. from/to/in | 9. of/in        |
| 2. by /since | 6. from/of    | 10. by/for      |
| 3. by        | 7. of         | 11. during / in |
| 4. at        | 8. by / (--)  |                 |

Watch the video at the below link:

<http://experience-english.blogspot.com.cy/2012/05/best-practices-describing-trends-graphs.html>

<http://effective-public-speaking.com/change/exercise1.html>

<http://effective-public-speaking.com/change/exercise2.html>

## UNIT 2 NTOs

- See Language reference on meetings on pg124 of the course book. Then attempt the below links.

Language Spot

[https://elt.oup.com/student/oefc/tourism3/a\\_languagespot/oefc\\_tourism\\_gr02?cc=tr&selLanguage=en](https://elt.oup.com/student/oefc/tourism3/a_languagespot/oefc_tourism_gr02?cc=tr&selLanguage=en)

### Listening

[https://elt.oup.com/student/oefc/tourism3/c\\_listening/oefc\\_tourism\\_lst02?cc=tr&selLanguage=en](https://elt.oup.com/student/oefc/tourism3/c_listening/oefc_tourism_lst02?cc=tr&selLanguage=en)

### Vocabulary

[https://elt.oup.com/student/oefc/tourism3/b\\_vocabulary/oefc\\_tourism\\_vb02?cc=tr&selLanguage=en](https://elt.oup.com/student/oefc/tourism3/b_vocabulary/oefc_tourism_vb02?cc=tr&selLanguage=en)

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## UNIT 3 Managing Tour Operations

- See **Language reference** on future predictions and degrees of future probability on pg122 of the course book. Then attempt the below links.
- See **Language reference** on negotiating on pg124 of the course book. Then attempt the below links.

### Language Spot

[https://elt.oup.com/student/oefc/tourism3/a\\_languagespot/oefc\\_tourism\\_gr03?cc=tr&selLanguage=en](https://elt.oup.com/student/oefc/tourism3/a_languagespot/oefc_tourism_gr03?cc=tr&selLanguage=en)

### Listening

[https://elt.oup.com/student/oefc/tourism3/c\\_listening/oefc\\_tourism\\_lst03?cc=tr&selLanguage=en](https://elt.oup.com/student/oefc/tourism3/c_listening/oefc_tourism_lst03?cc=tr&selLanguage=en)

### Vocabulary

[https://elt.oup.com/student/oefc/tourism3/b\\_vocabulary/oefc\\_tourism\\_vb03?cc=tr&selLanguage=en](https://elt.oup.com/student/oefc/tourism3/b_vocabulary/oefc_tourism_vb03?cc=tr&selLanguage=en)

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## UNIT 4 Hotel Management

- See **Language reference** on comparing on pg119 of the course book. Then attempt the below links.

- See **Language reference** on selling yourself on pg126 of the course book. Then attempt the below links.

#### Language Spot

[https://elt.oup.com/student/oefc/tourism3/a\\_languagespot/oefc\\_tourism\\_gr04?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/a_languagespot/oefc_tourism_gr04?cc=tr&sellLanguage=en)

#### Listening

[https://elt.oup.com/student/oefc/tourism3/c\\_listening/oefc\\_tourism\\_lst04?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/c_listening/oefc_tourism_lst04?cc=tr&sellLanguage=en)

#### Vocabulary

[https://elt.oup.com/student/oefc/tourism3/b\\_vocabulary/oefc\\_tourism\\_vb04?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/b_vocabulary/oefc_tourism_vb04?cc=tr&sellLanguage=en)

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## UNIT 5 e-Travel

- See **Language reference** on presentations on pg125 of the course book. Then attempt the below links.

#### Language Spot

[https://elt.oup.com/student/oefc/tourism3/a\\_languagespot/oefc\\_tourism\\_gr05?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/a_languagespot/oefc_tourism_gr05?cc=tr&sellLanguage=en)

#### Listening

[https://elt.oup.com/student/oefc/tourism3/c\\_listening/oefc\\_tourism\\_lst05?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/c_listening/oefc_tourism_lst05?cc=tr&sellLanguage=en)

#### Vocabulary

[https://elt.oup.com/student/oefc/tourism3/b\\_vocabulary/oefc\\_tourism\\_vb05?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/b_vocabulary/oefc_tourism_vb05?cc=tr&sellLanguage=en)

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## UNIT 6 Quality in tourism

- See Language reference on dealing with complaints on pg124 of the course book. Then attempt the below links.

### Language Spot

[https://elt.oup.com/student/oefc/tourism3/a\\_languagespot/oefc\\_tourism\\_gr06?cc=tr&selLanguage=en](https://elt.oup.com/student/oefc/tourism3/a_languagespot/oefc_tourism_gr06?cc=tr&selLanguage=en)

### Listening

[https://elt.oup.com/student/oefc/tourism3/c\\_listening/oefc\\_tourism\\_lst06?cc=tr&selLanguage=en](https://elt.oup.com/student/oefc/tourism3/c_listening/oefc_tourism_lst06?cc=tr&selLanguage=en)

### Vocabulary

[https://elt.oup.com/student/oefc/tourism3/b\\_vocabulary/oefc\\_tourism\\_vb06?cc=tr&selLanguage=en](https://elt.oup.com/student/oefc/tourism3/b_vocabulary/oefc_tourism_vb06?cc=tr&selLanguage=en)

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## UNIT 7 The impacts of tourism

- See Language reference on turn taking and making your point in a discussion on pg126 of the course book. Then attempt the below links.

### Language Spot

[https://elt.oup.com/student/oefc/tourism3/a\\_languagespot/oefc\\_tourism\\_gr07?cc=tr&selLanguage=en](https://elt.oup.com/student/oefc/tourism3/a_languagespot/oefc_tourism_gr07?cc=tr&selLanguage=en)

### Listening

[https://elt.oup.com/student/oefc/tourism3/c\\_listening/oefc\\_tourism\\_lst07?cc=tr&selLanguage=en](https://elt.oup.com/student/oefc/tourism3/c_listening/oefc_tourism_lst07?cc=tr&selLanguage=en)

### Vocabulary

[https://elt.oup.com/student/oefc/tourism3/b\\_vocabulary/oefc\\_tourism\\_vb07?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/b_vocabulary/oefc_tourism_vb07?cc=tr&sellLanguage=en)

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## **UNIT 8 Built attractions**

- See Language reference on ‘Signposting’ a talk on pg125 of the course book. Then attempt the below links.

Language Spot

[https://elt.oup.com/student/oefc/tourism3/a\\_languagespot/oefc\\_tourism\\_gr08?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/a_languagespot/oefc_tourism_gr08?cc=tr&sellLanguage=en)

Listening

[https://elt.oup.com/student/oefc/tourism3/c\\_listening/oefc\\_tourism\\_lst08?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/c_listening/oefc_tourism_lst08?cc=tr&sellLanguage=en)

Vocabulary

[https://elt.oup.com/student/oefc/tourism3/b\\_vocabulary/oefc\\_tourism\\_vb08?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/b_vocabulary/oefc_tourism_vb08?cc=tr&sellLanguage=en)

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## **UNIT 9 Events management**

- See Language reference on explaining and defining on pg121 of the course book. Then attempt the below links.
- See Language reference on clarifying on pg123 of the course book. Then attempt the below links.

Language Spot

[https://elt.oup.com/student/oefc/tourism3/a\\_languagespot/oefc\\_tourism\\_gr09?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/a_languagespot/oefc_tourism_gr09?cc=tr&sellLanguage=en)

Listening

[https://elt.oup.com/student/oefc/tourism3/c\\_listening/oefc\\_tourism\\_lst09?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/c_listening/oefc_tourism_lst09?cc=tr&sellLanguage=en)

## Vocabulary

[https://elt.oup.com/student/oefc/tourism3/b\\_vocabulary/oefc\\_tourism\\_vb09?cc=tr&selLanguage=en](https://elt.oup.com/student/oefc/tourism3/b_vocabulary/oefc_tourism_vb09?cc=tr&selLanguage=en)

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## UNIT 10 Sustainable tourism

- See **Language reference** on authority use with care on pg126 of the course book. Then attempt the below links.

### Language Spot

[https://elt.oup.com/student/oefc/tourism3/a\\_languagespot/oefc\\_tourism\\_gr10?cc=tr&selLanguage=en](https://elt.oup.com/student/oefc/tourism3/a_languagespot/oefc_tourism_gr10?cc=tr&selLanguage=en)

### Listening

[https://elt.oup.com/student/oefc/tourism3/c\\_listening/oefc\\_tourism\\_lst10?cc=tr&selLanguage=en](https://elt.oup.com/student/oefc/tourism3/c_listening/oefc_tourism_lst10?cc=tr&selLanguage=en)

## Vocabulary

[https://elt.oup.com/student/oefc/tourism3/b\\_vocabulary/oefc\\_tourism\\_vb10?cc=tr&selLanguage=en](https://elt.oup.com/student/oefc/tourism3/b_vocabulary/oefc_tourism_vb10?cc=tr&selLanguage=en)

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## UNIT 11 Social Tourism

- See **Language reference** on written recommendation on pg126 of the course book. Then attempt the below links.

### Language Spot

[https://elt.oup.com/student/oefc/tourism3/a\\_languagespot/oefc\\_tourism\\_gr11?cc=tr&selLanguage=en](https://elt.oup.com/student/oefc/tourism3/a_languagespot/oefc_tourism_gr11?cc=tr&selLanguage=en)

### Listening

[https://elt.oup.com/student/oefc/tourism3/c\\_listening/oefc\\_tourism\\_lst11?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/c_listening/oefc_tourism_lst11?cc=tr&sellLanguage=en)

### Vocabulary

[https://elt.oup.com/student/oefc/tourism3/b\\_vocabulary/oefc\\_tourism\\_vb11?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/b_vocabulary/oefc_tourism_vb11?cc=tr&sellLanguage=en)

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## UNIT 12 Tomorrow's tourism

- See Language reference on expressing future prediction on pg122 of the course book. Then attempt the below links.

### Language Spot

[https://elt.oup.com/student/oefc/tourism3/a\\_languagespot/oefc\\_tourism\\_gr12?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/a_languagespot/oefc_tourism_gr12?cc=tr&sellLanguage=en)

### Listening

[https://elt.oup.com/student/oefc/tourism3/c\\_listening/oefc\\_tourism\\_lst12?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/c_listening/oefc_tourism_lst12?cc=tr&sellLanguage=en)

### Vocabulary

[https://elt.oup.com/student/oefc/tourism3/b\\_vocabulary/oefc\\_tourism\\_vb12?cc=tr&sellLanguage=en](https://elt.oup.com/student/oefc/tourism3/b_vocabulary/oefc_tourism_vb12?cc=tr&sellLanguage=en)