

NEAR EAST UNIVERSITY
SCHOOL OF TOURISM AND HOTEL MANAGEMENT
COURSE OUTLINE
English for Tourism IV - ENGT 202
2015- 2016 Academic Year
Spring Semester

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

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.

ASSESSMENT

Final	50%
Mid-Term Exam	35%
Quizzes, Class Participation & Assignments	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
- 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 Beginning	LESSON CONTENT
		<p><u>Regarding the Course Book all Units entail:</u></p> <ul style="list-style-type: none"> ➤ a warm-up activity, ➤ ‘It’s my job’ introduces people in different tourism environments to help students gain insight into the skills required, ➤ Customer care – related directly to specific jobs in tourism – a very important part of the tourism industry ➤ 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, ➤ Vocabulary - students meet a large amount of vocabulary ➤ Language Spot – focuses on grammar generated by the topic of the unit and concentrates on its practical application, ➤ Listening, Reading, Speaking, Writing
1	Feb 1 st	UNIT 1 Tourism today <u>Language Spot:</u> <ul style="list-style-type: none"> ➤ Describing change and consequence (p.120) ➤ Giving opinions, agreeing, and disagreeing (p.125)
2	Feb 8 th	UNIT 2 NTOs <u>Language Spot:</u> <ul style="list-style-type: none"> ➤ Organizing and running a meeting (p.124)
3	Feb 15 th	UNIT 3 Managing tour operations <u>Language Spot:</u> <ul style="list-style-type: none"> ➤ Degrees of future probability (p.122) ➤ Negotiating (p.124)
4	Feb 22 nd	UNIT 4 Hotel Management <u>Language Spot:</u> <ul style="list-style-type: none"> ➤ Comparing hotel groups (p.119) ➤ Selling yourself (p.126)

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

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

LESSON MATERIAL

ENGT 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

Listening

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

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:

- As a result of
- Due to
- Because of
- Was the reason for
- Caused
- Resulted in

- Explains
- Accounts for
- That is why
- Consequently
- So
- Thanks to

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&sellLanguage=en

Listening

https://elt.oup.com/student/oefc/tourism3/c_listening/oefc_tourism_lst02?cc=tr&sellLanguage=en

Vocabulary

https://elt.oup.com/student/oefc/tourism3/b_vocabulary/oefc_tourism_vb02?cc=tr&sellLanguage=en

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&sellLanguage=en

Listening

https://elt.oup.com/student/oefc/tourism3/c_listening/oefc_tourism_lst03?cc=tr&sellLanguage=en

Vocabulary

https://elt.oup.com/student/oefc/tourism3/b_vocabulary/oefc_tourism_vb03?cc=tr&sellLanguage=en

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

Listening

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

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

Listening

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

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&sellLanguage=en

Listening

https://elt.oup.com/student/oefc/tourism3/c_listening/oefc_tourism_lst06?cc=tr&sellLanguage=en

Vocabulary

https://elt.oup.com/student/oefc/tourism3/b_vocabulary/oefc_tourism_vb06?cc=tr&sellLanguage=en

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&sellLanguage=en

Listening

https://elt.oup.com/student/oefc/tourism3/c_listening/oefc_tourism_lst07?cc=tr&sellLanguage=en

Vocabulary

https://elt.oup.com/student/oefc/tourism3/b_vocabulary/oefc_tourism_vb07?cc=tr&selLanguage=en

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&selLanguage=en

Listening

https://elt.oup.com/student/oefc/tourism3/c_listening/oefc_tourism_lst08?cc=tr&selLanguage=en

Vocabulary

https://elt.oup.com/student/oefc/tourism3/b_vocabulary/oefc_tourism_vb08?cc=tr&selLanguage=en

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&selLanguage=en

Listening

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&sellLanguage=en

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&sellLanguage=en

Listening

https://elt.oup.com/student/oefc/tourism3/c_listening/oefc_tourism_lst10?cc=tr&sellLanguage=en

Vocabulary

https://elt.oup.com/student/oefc/tourism3/b_vocabulary/oefc_tourism_vb10?cc=tr&sellLanguage=en

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&sellLanguage=en

Listening

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

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

Listening

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