



European Commission

TEMPUS

Modernization and harmonization of Tourism study programs in Serbia

544543-TEMPUS-1-2013-1-1-RS-TEMPUS-JPCR

Work package 3	DEV 3.1 Language skills
---------------------------	------------------------------------

Report on English language skills trainings

Authors:	
Miljana Stojković Trajković, foreign language teacher	<i>M. Stojković - Trajković</i>
Ivana Jovanović, assistant	<i>M. Jovanović</i>

Leskovac, October, 2016

As part of the Tempus project Modernization and harmonization of tourism study programs in Serbia 544543-TEMPUS-1-2013-1-1-RS-TEMPUS-JPCR, HBS in Leskovac, as one of the partner institutions has organized and conducted foreign language trainings (English language skills training). Training attendees were HBSL staff (teaching and non-teaching staff) as well as representatives of non-academic project partners (stakeholders with which a successful cooperation was established in the course of Project realization). The training took place at HBSL and part of the training was realized via a well-known online learning platform EDMODO.

The training was organized for HBSL employees (beginners' course – A2 level and upper intermediate level) as well as for representatives of non-academic partners on the Project (English language in tourism and hospitality).

Aim of the training for HBSL employees (beginners' course – A2 level and upper intermediate level) is to develop linguistic and communicative competence in English language (basic to intermediate level) through topics covered on the courses as well as for courses attendees to master basics of grammar at a particular level. After successfully completing the course, the attendees will be able to demonstrate their knowledge of English language through actual use in business communication as well as to demonstrate understanding of particular terminology which will be of great help in performing specific tasks in their future work.

Course for teaching and non-teaching staff of HBS: Business English (beginners' course- A2)

Topics covered on the course:

- Business introductions;
- Exchanging information (booking and ordering by phone);
- Telephoning (leaving telephone messages);
- Exchanging information (asking for help, offering help, advice); Using technology;
- Exchanging information (solving problems); business correspondence;
- Business lunch;
- Types of companies (departments); welcoming a visitor;
- Arranging to meet;
- Business meeting;
- Types of employment;
- Working in teams (giving opinion);
- Business trip.

Grammar: Word order, Parts of speech, Pronouns, Numbers, Countable and uncountable nouns, Plural noun forms, Adjectives, Comparatives, Tenses, There is/There are, Some/any, Regular and irregular verbs, Questions, Infinitive

Literature:

- Grant, D., Hughes, J. & Turner, R. *Business Result, Elementary Student's Book*, Oxford University Press, 2009
- Jones, S., *Business Basics I*, English Everywhere, 2010
- Coe, N., Harrison, M., & Paterson, K., *Oxford Practice Grammar with Answers*, Oxford University Press, 2008.
- Alexander, L.G., *Longman English Grammar Practice (for intermediate students)*, Longman Group, 1998

- Murphy, R., *Essential Grammar in Use*, Third Edition, Cambridge University Press, 2007

Course for teaching and non-teaching staff of HBSL: Business English (upper-intermediate)

Topics covered on the course:

- Business etiquette;
- Telephoning (set up a meeting, leaving messages, having a business conversation over the phone);
- Business correspondence;
- Meetings (arranging a meeting, holding a meeting);
- Business lunch
- Presentations (scientific papers, projects, school activities);
- Business trip organization;
- Company visit and company presentation;
- Negotiations;
- Solving problems and dealing with complaints.

Grammar units: Tenses, Direct and Indirect Speech, Passive, If clauses.

Literature:

- Morrison, M. *Business Language Practice*, LTP Business, 1997
- Alexander, L.G., *Longman English Grammar Practice (for intermediate students)*, Longman Group, 1998
- Comfort, J., & Utley, D. (1997). *Oxford Business English Skills: Effective Telephoning*. Oxford: Oxford University Press.
- Comfort, J. (1998). *Oxford Business English Skills—Effective Presentations*. Oxford University Press.
- Chapman R. (2007). *Oxford Business English Skills English for Emails*. Oxford University Press.
- Thomson K. (2007.) *Oxford Business English Skills English for Meetings*. Oxford University Press.

English language trainings for HBSL employees were attended by 27 HBSL employees (18 women and 9 men). Out of this number 21 course attendees are members of the teaching staff and 6 attendees are members of the non-teaching staff.

Aim of the training for non-academic project partners (English language in tourism and hospitality) is developing basic linguistic and communicative competence in English language, mastering the basics of grammar and enhancement of vocabulary where special attention is placed on expressions and phrases used in tourism and hospitality. The course attendees will be able to communicate in English in everyday situations as well as in specific situations (in the area of tourism and hospitality); they will be able to understand the hospitality related dialogues as well as to appropriately use technical phrases and business correspondence.

Course for non-academic project partners: English for Tourism

Topics covered on the course:

- Business etiquette (introductions, telephoning, exchange of business cards);
- Introduction to tourism (what is tourism, sectors in tourism, jobs in tourism);
- Types of transport and types of accommodation (hotels, hostels, private accommodation units, resorts); hotel services and facilities;
- Reservations (ordering by phone);

- Tourist organization (information desks, providing information, offering advice, recommending, giving directions);
- Business correspondence (writing business letters, memos, e-mails);
- Complaints (solving problems, dealing with guests); travelers' documentation.

Grammar units: Word order, Pronouns, Numbers, Countable and uncountable nouns, plural noun forms, Adjectives, comparison of adjectives, Tenses, If clauses, Questions (yes/no and wh questions).

Literature:

- Walker, R., Harding, K. *Oxford English for Careers: Tourism 1*, Student's Book, Oxford University Press, 2009.
- Walker, R., Harding, K. *Oxford English for Careers: Tourism 2*, Student's Book, Oxford University Press, 2007
- Harding, K. *Going International: English for Tourism, Workbook*, Oxford University Press, 2002
- Stott, T., Pohl, A. *Highly recommended (2) SB Intermediate*, Oxford University Press, 2010
- Duckworth, M. *Highly recommended workbook: English for the Hotel and Catering Industry*, Oxford University Press, 1993
- Dubicka, I. O'Keeffe, M. *English for International Tourism, Low-Intermediate (Course Book)*, Pearson Education Limited, 2003
- Morris, C. *Flash on English for Tourism*, ELI, 2012
- Harding, K., Henderson, P. *High Season: English for the Hotel and Tourism Industry*, Oxford University Press, 2000
- McIntyre, K., *English for Tourism, Student's Workbook*, Centre for Language Studies, 2013
- Lesničar, B., *English for Catering and Tourism*, Konzorcij višjih strokovnih šol za izvedbo projekta IMPLETUM, 2010
- Medlik, S., *Dictionary of Travel, Tourism and Hospitality*, Third Edition, Elsevier Science, 2003

Course for non-academic project partners: English for Hospitality

Topics covered on the course:

- Telephoning;
- Making reservations (booking, placing the guest on the waiting list);
- Welcoming and escorting the guests;
- Check-in and check-out procedure;
- Providing information to hotel/restaurant guests (giving directions, information on the restaurant, hotel, room);
- Meeting guests' needs;
- Serving in restaurants;
- Billing;
- Complaints.

Grammar: Word order, Pronouns, Numbers, Countable and uncountable nouns, plural noun forms, Adjectives, comparison of adjectives, Tenses, If clauses, Questions (yes/no and wh questions).

Literature:

- Walker, Robin, and Keith Harding. *Oxford English for Careers: Tourism 1: Student's Book*. Oxford University Press, 2011.

- Harding, Keith. Going International: English for Tourism. Workbook. Oxford: University Press, 2002.
- Catrin E. Morris, ESP Flash on English for Cooking catering and Reception, ELI, 2012.
- Catrin E. Morris, ESP Flash on English for Tourism, ELI, 2012.
- Virginia Evans, Jenny Dooley and Veronica Garza, Career Paths Tourism 1,2,3 Express Publishing 2011.
- Trish Stott and Alison Pohl, Highly Recommended (2) SB intermediate, Oxford University Press, 2010.
- Neil Wood, Tourism and Catering workshop, Oxford University Press, 2003.
- Sylee Gore, Oxford Business English, English for Marketing and Advertising, Oxford University Press.
- David Gordon Smith, Oxford Business English, English for Telephoning, Oxford University Press 2007.
- Lathor Gutjahr, Sean Mahoney, Oxford Business English, English for Sales and Purchasing, Oxford University Press, 2009.
- Michael Duckworth, Essential Business Grammar and Practice (elementary to pre intermediate), Oxford University Press, 2003
- Michael Duckworth, Business Grammar and Practice, Oxford University, 2003
- Smedlik, Dictionary of Travel and Tourism and Hospitality, Third Edition, Great Britain, 2003

English language trainings for non-academic staff were attended by 19 people (10 women i 9 men).

English language training photos



