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# University of Kragujevac Faculty of Hotel Management and Tourism in Vrnjačka Banja

#### REPORT FROM THE COURSE

#### ENGLISH LANGUAGE - REFRESHING YOUR COMMUNICATION SKILLS

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May 2016. Vrnjačka Banja

#### **Project task:**

#### 3. Language skills

Description of the project task:

Language skills are implemented through courses for employees at the Faculty of Hotel Management and Tourism in Vrnjacka Banja, University of Kragujevac. The report contains the description of training, number and gender structure of the participants and the results of the survey that was carried out on the completion of the training.

Description of outcomes:

This report is the result of the joint work of the staff at the Faculty of Hotel Management and Tourism in Vrnjačka Banja, University of Kragujevac.

Within the TEMPUS project "Modernization and Harmonization of Tourism study programmes in Serbia" 544543-TEMPUS-1-2013-1-RS-TEMPUS-JPCR, the course "English language course - refreshing your communication skills" was organized for employees at the University of Kragujevac, Faculty of Hotel Management and Tourism in Vrnjačka Banja in the period from 19.04.2016 to 31.05.2016. The course was held twice a week, for two school classes a day. The training was attended by four participants, two of which are female and two male. The course was held by mr Dragana Pešić, foreign language teacher at the Faculty of Hotel Management and Tourism in Vrnjačka Banja.



The aim of the course is improvement and refreshment of communication skills in English. After the completion of the training, participants are expected to develop the following skills:

• Presentation skills

- Discussion skills
- Describing a procedure/process
- Explaining
- Defining
- Persuading skills
- Finding implied meaning
- Basic writing in English.



Topics that were presented at the course are: globalization, science and technology, English for the Internet age, education and culture.



The training consisted of a variety of communication and writing exercises aimed at improving communication skills in English in a multicultural environment.



# **QUESTIONNAIRE - EVALUATION RESULTS**

After the course, participants were given a **questionnaire** in order to provide estimates and opinions concerning the course delivered. The questionnaire included eight questions. The questionnaire and the average value of the claims are shown below.

Table 1. (	Question	naire	rela	ting t	he cour	se success
PEDAGOGICA	-	UEST IT SI				R EDUCATION
<b>1. Please evaluate the actua</b> where 5 stands for very interes 5.00)	sting and	d 1 fo	r con	nplet	ely unin	
	1	2	3	4	5	
<b>2. Are the chosen topics clea</b> for very interesting and 1 for co	omplete		inter	estin	g) (Ave	uate from 1 to 5, where 5 stands rage grade: 5.00)
<b>3. Is this course helping you</b> one answer) (Response structual)		- 100	)%, Λ	lo - 0	9%, I do	not know – 0%)
<b>4. Is this course helping you</b> structure: Yes – 100%, No – 0% 1)	•	ot kn	ow –	0%)		,
5. Please evaluate the place equipment. (Please evaluate place) (completely inadequate place) (	from 1 to (Average	o 5, u	vhere de: 5.	5 inc	dicates	
<b>6. Please evaluate the select</b> <i>indicates very good choice, and 5.00)</i>				-		
	1	2	3	4	5	
answer) (Response structure:	Yes – 10		Vo - (	9%, I		

## 8. Please enter your comments, suggestions, proposals, etc.

- Such training should be maintained periodically.
- Language professor is excellent.
- Outstanding quality and selection of teacher.
- I especially like the fact that the training was interactive.

In the Table 2 there is a tabulation of the results of the Questionnaire.

Table 2. Results of the Questionnaire regarding the course success

No.	Question		Average v	alue
1.	Please evaluate the actuality of the course topics.		5.00	
2.	Are the chosen topics clearly presented?		5.00	
3.	Is this course helping you to improve your	yes	no	I do not know
	knowledge in the field?	100%	0%	0%
4.	Is this course helping you in your workplace?	yes	no	I do not know
		100%	0%	0%
5.	Please evaluate the place where the course is held as well as technical equipment.		5.00	
6.	Please evaluate the selection of lecturer.		5.00	
7.	Are you interested to participate in the	yes	no	I do not know
	further similar courses?	100%	0%	0%
8.	Please enter your comments, suggestions, propo	osals, etc.		
	<ul> <li>Such training should be maintained period</li> </ul>	ically.		
	<ul> <li>Language professor is excellent.</li> </ul>			
	<ul> <li>Outstanding quality and selection of teacher</li> </ul>	er.		
	• I especially like the fact that the training w	as interactive	•	

According to the survey results, the **average mark of the course proved to be 5.00**, which means that all questions were given the highest marks.

#### **SCHEDULE**

Registration lists of participants are given in the attachment.









#### **ENGLISH LANGUAGE COURSE - REFRESHING YOUR COMMUNICATION SKILLS**

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FACULTY OF HOTEL
MANAGEMENT AND TOURISM
IN VRNJAČKA BANJA
UNIVERSITY OF KRAGUJEVAC







## ENGLISH LANGUAGE COURSE - REFRESHING YOUR COMMUNICATION SKILLS

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Vrnjačka Banja, 25.04.2016.









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Vrnjačka Banja, 26.04.2016.







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Vrnjačka Banja, 09.05.2016.







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Vrnjačka Banja, 10.05.2016.







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Vrnjačka Banja, 16.05.2016.







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Vrnjačka Banja, 17.05.2016.









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Vrnjačka Banja, 30.05.2016.







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Vrnjačka Banja, 31.05.2016