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WORK PACKAG	3 Language skills
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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

Authors:	
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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. Questionnaire relating the course success*

<b>QUESTIONNAIRE</b>	
<b>PEDAGOGICAL AND IT SKILLS IN HIGHER EDUCATION</b>	
<b>1. Please evaluate the actuality of the course topics.</b> <i>(Please evaluate from 1 to 5, where 5 stands for very interesting and 1 for completely uninteresting) (Average grade: 5.00)</i>	1    2    3    4    5
<b>2. Are the chosen topics clearly presented?</b> <i>(Please evaluate from 1 to 5, where 5 stands for very interesting and 1 for completely uninteresting) (Average grade: 5.00)</i>	1    2    3    4    5
<b>3. Is this course helping you to improve your knowledge in the field?</b> <i>(Please circle one answer) (Response structure: Yes – 100%, No – 0%, I do not know – 0%)</i>	1) Yes    2) No    3) I do not know
<b>4. Is this course helping you in your workplace?</b> <i>(Please circle one answer) (Response structure: Yes – 100%, No – 0%, I do not know – 0%)</i>	1) Yes    2) No    3) I do not know
<b>5. Please evaluate the place where the course is held as well as technical equipment.</b> <i>(Please evaluate from 1 to 5, where 5 indicates very well equipped, and 1 completely inadequate place) (Average grade: 5.00)</i>	1    2    3    4    5
<b>6. Please evaluate the selection of lecturers.</b> <i>(Please evaluate from 1 to 5, where 5 indicates very good choice, and 1 complete dissatisfaction with the choice) (Average grade: 5.00)</i>	1    2    3    4    5
<b>7. Are you interested to participate in the further similar courses?</b> <i>(Please circle one answer) (Response structure: Yes – 100%, No – 0%, I do not know – 0%)</i>	1) Yes    2) No    3) I do not know

**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 value		
1.	<b>Please evaluate the actuality of the course topics.</b>	5.00		
2.	<b>Are the chosen topics clearly presented?</b>	5.00		
3.	<b>Is this course helping you to improve your knowledge in the field?</b>	yes	no	I do not know
		100%	0%	0%
4.	<b>Is this course helping you in your workplace?</b>	yes	no	I do not know
		100%	0%	0%
5.	<b>Please evaluate the place where the course is held as well as technical equipment.</b>	5.00		
6.	<b>Please evaluate the selection of lecturer.</b>	5.00		
7.	<b>Are you interested to participate in the further similar courses?</b>	yes	no	I do not know
		100%	0%	0%
8.	<b>Please enter your comments, suggestions, proposals, etc.</b>			
	<ul style="list-style-type: none"> <li>• Such training should be maintained periodically.</li> <li>• Language professor is excellent.</li> <li>• Outstanding quality and selection of teacher.</li> <li>• I especially like the fact that the training was interactive.</li> </ul>			

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.

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ENGLISH LANGUAGE COURSE - REFRESHING YOUR COMMUNICATION SKILLS

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Vrnjačka Banja, 19.04.2016.



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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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Vrnjaka Banja, 10.05.2016.



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Vrnjaka Banja, 16.05.2016.

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Vrnjačka Banja, 17.05.2016.



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Vrnjačka Banja, 23.05.2016.

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Vrnjačka Banja, 24.05.2016.



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Vrnjačka Banja, 30.05.2016.

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Vrnjačka Banja, 31.05.2016.

Vrnjačka Banja, 31.05.2016