



Syllabus Course Program



Foreign Language

Specialty

241-Hotel and Restaurant Affairs

Educational program

Hotel and Restaurant Affairs

Level of education

Bachelor's level

Semester

1-8

Institute

Institute of International Education

Department

Department of Cross-Cultural Communication and Foreign Language (276)

Course type

General Training, Mandatory

Language of instruction

English,

Lecturers and course developers



Iryna Kompaniets

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PhD (Philology, Associate Professor, Associate Professor at the Department of Cross-Cultural Communication and Foreign Language

Work experience of over 25 years. Author and co-author of over 20 scientific and methodological publications.

Courses taught: "Foreign language" (English), "Foreign language for professional purposes"

[More about the lecturer on the department's website](#)

<https://web.kpi.kharkov.ua/mkia/vykladachi/kompaniyets-iryna-vasylivna/>

General information

Summary

The study of foreign languages is a necessary and integral part of general educational professional training of bachelors. This is due to the internationalization of communication, the development of cooperation of specialists at the global level. Therefore, when learning a foreign language, the priority is to know the structures and strategies of professional discourse, forms and means of communication, as well as the skill to operate them. The course of learning a foreign language is, therefore, professionally oriented and communicative. The discipline is aimed at the integrated implementation of practical, educational, developmental and educational goals.

Course objectives and goals

The purpose of teaching the discipline "Foreign Language" is to prepare students for effective communication in their academic and professional environment. The main tasks of studying the discipline are mastering at the appropriate level four types of speech activity in oral (listening and speaking) and written (reading and writing) forms; the use of sociocultural knowledge and skills in foreign language communication; assessment and analysis of their own educational experience and improvement of their educational strategies.

Format of classes

Workshops, consultations, self-study. Final control in the form of a test (semesters 1-7) and an exam (semester 8).

Competencies

GC07. The ability to communicate in a foreign language.

GC09. The ability to learn and to master modern knowledge.

GC13. Appreciation and respect for diversity and multiculturalism.

GC14. The ability to work in an international context.

Learning outcomes

LO 13. To communicate in oral and written forms in the official language of Ukraine and foreign languages.

LO 16. To demonstrate skills of independent work, flexible thinking, openness to new knowledge, to be critical and self-critical.

Student workload

The total volume of the course is 480 hours (16 ECTS credits): workshops - 244 hours, self-study - 236 hours.

Course prerequisites

To successfully complete the course, it is necessary to have knowledge and practical skills acquired when getting secondary education.

Features of the course, teaching and learning methods, and technologies

In order to activate the educational and cognitive activity of students, the use of both active and interactive educational technologies is provided, including individual and team work, issue-oriented lectures, mini-lectures, work in small groups, seminars-discussions, brainstorming, case studies, presentations, gamification, project works, scenario method, etc.

Program of the course

Topics of the lectures

No lectures.

Topics of the workshops

Semester 1

Topic 1. Tourism as a type of service sector. Hotel business as a hospitality industry. The concept of a simple sentence. The structure of a narrative sentence.

Topic 2. Important events in the history of tourism. Organization of celebrations. The main parts of a simple sentence: the subject and the predicate. Secondary parts of the sentence: object, attribute and adverbial modifier.

Topic 3. Statistical information about tourism. Structure of the tourism industry. Functions of the hotel staff. The peculiarities of interrogative and imperative sentences.

Topic 4. Organization of work in the sphere of tourism. Features of employment in the tourism Industry. Types of hotel services. Past Simple Active. Future Simple Active.

Semester 2

Topic 5. What does a travel agent do? Types of holidays. The structure of the restaurant staff. Present Continuous Active, be going to. Past Continuous Active. Future Continuous Active.

Topic 6. The needs of business travellers. Features of visas. Service in the restaurant. Simple Passive.

Topic 7 Types of activities of tour operators. The difference in the work of travel agents and tour operators. Duties of kitchen staff in a restaurant. . Continuous Passive. Perfect Passive.

Topic 8. Peculiarities of customers' complaints. Cooking in a restaurant. Kitchen equipment in a restaurant. Modal verbs (can, may) and their equivalents (be able, be allowed, be permitted, be forbidden).

Semester 3

Topic 9. Announcements and service at the airport. Registration. Transfer from the airport. Modal verbs (must, needn't, should, ought to) and their equivalents (be, have). Modal verbs (must, can't, should, may, might, could).

Topic 10. Features of the work of flight attendants. Organisation of housekeeping in the hotel. Modal verbs with complex infinitive forms. Functions of the verbs to be, to have.

Topic 11 Information about cruises. Information about cruise tickets and itineraries. Evacuation and check-out in the hotel. The structure of a complex sentence. Compound sentences of different types, conjunctions. Non-conjunctive sentences.

Topic 12. Types of cruise ships. Duties of concierges. Indirect speech, tense agreement. Indirect questions. Semester 4

Topic 13. Features of travelling by rail and road. Taking orders by a restaurant waiter. Peculiarities of menu presentation. The subjunctive mood. Types of conditional sentences (I, II, III).

Topic 14. Independent travelling by land. Sightseeing bus tour, its features. Restaurant seating strategy. Functions of the verb should. Participle I. Forms and functions.

Topic 15. Pricing policy of hotels. Calculation of the tour cost. Features of travel insurance Organisation of banquets in the restaurant. Participle II. Forms and functions. Participial phrases.

Topic 16. Definition of the terms "booking" and "sale". Booking a room and selling tickets. Ordering food supplies and storing them in a restaurant. Gerund. Forms and functions. Gerund phrases.

Semester 5

Topic 17. The concept of "tourism attraction". Organisation of recreation, leisure and entertainment in places attractive to tourists. Organisation of events in hotels.

Topic 18. Organisation of leisure activities in theme parks. Organisation of additional services in the hotel.

Topic 19. Responsibilities of a tour guide. Responding to customer complaints at the hotel.

Topic 20. Peculiarities of organising tours by tour guides. Safety standards at the hotel.

Semester 6

Topic 21. Marketing strategies in the hotel and restaurant business. Safety standards and observance of sanitary norms in the kitchen of a restaurant.

Topic 22. Promotion of a tourist product at the market. Internet as a tool for promoting services in the hospitality industry. Organisation of payment of services in a hotel and restaurant.

Topic 23. Modern tourism. Prospects for the development of the hotel and restaurant business in future.

Topic 24. Negative consequences of the impact of tourism activities to environmental components. The concept of ecological tourism and further prospects for its development.

Semester 7

Topic 25. Personality. Publicity. Media. Digital media.

Topic 26. Problems. Personal problems. Feelings. Crimes.

Topic 27. Traditions and customs. Culture. Verbal and non-verbal communication.

Topic 28. American English and British English. Distinctive and common features.

Semester 8

Topic 29. Holidays and tourism. Types of outdoor activities. Travelling

Topic 30. Communication. Interaction. Relationship.

Topic 31. Health. Nutrition. Diseases. Treatment

Topic 32. Healthy lifestyle. Healthy nutrition. Eco-friendly cities.

Topics of the laboratory classes

No laboratory classes.

Self-study

Self-study includes preparation for workshops, independent study of topics and issues that are not taught in workshops, and completion of an individual task.

Topics of individual tasks (project work):

Semester 1

1. The concept of tour operation.

2. Means of presentation of information for tourists.

Semester 2

3. Innovations in tourism.

4. Internet services in tourism industry.

Semester 3

5. Creation of a tourism enterprise.
6. Motivation of employees in tourism industry.

Semester 4

7. Typology of tourism enterprises in Ukraine.
8. Communication skills in dealing with clients Conflict management in tourism industry.

Semester 5

9. Types of hotels. Examples of successful hotels and analysis of their business secrets. Variety of hotel services.
10. Places of public catering - restaurants, cafes, bars. Types of customer service in a restaurant.

Semester 6

11. Discussion of the features of European and Asian cuisine. Gastronomic tourism in Ukraine.
12. Relaxation in a restaurant as a form of entertainment in a hotel.

Semester 7

13. Analysis of competition in hotel and restaurant business.
14. Discussion of professional qualities required for a successful hotel and restaurant manager.

Semester 8

15. Professional ethics of service sector employees. Tourism for the people with disabilities.
16. Features of the international tourism market.

Course materials and recommended reading

Course materials:

1. Carrer Paths English: Hotels & Catering. Virginia Evans, Jenny Dooley, Stanley Wright, Express Publishing, 2011.
2. English for the Travel and Tourism Industry. Leo Jones, Cambridge University Press, 2005.
3. English for International Tourism. Pre-intermediate Test Files. Longman, 2015.
4. English for Tourism and Hospitality in Higher Education Studies. Hans Mol, Garnet Education, 2008.
5. Exam Booster. Preperation for B2+ Level Exams. Virginia Evans, Jenny Dooley. Express Publishing, 2020.
6. Flash on English for Cooking, Catering and Reception. Catrin E. Morris, ELI, 2016.
7. Going International English for Tourism. Keith Harding, Oxford University Press, 2011.
8. High Season. English for Hotel and Tourism Industry. Paul Henderson, Keith Harding, Oxford University Press, 2004.
9. Highly Recommended English for the hotel and catering industry. Trish Stott, Alison Pohl, Oxford University Press, 2010.
10. Hotel Operations Management. David K. Hayes, Jack D. Ninemeier, Pearson, 2004.
11. Hewings, M. (2015) Advanced Grammar in Use. CUP.
12. Moving inio Tourism and Hospitality. Hans Mol, Garne Education, 2014.
13. Oxford English for Careers – Tourism 1. Robin Walker, Keith Harding, Oxford University Press, 2011.
13. Oxford English for Careers – Tourism 2. Robin Walker, Keith Harding, Oxford University Press, 2011.
14. Solutions. Upper-intermediate. Student's Book/ Workbook. 3rd Edition. Tim Falla, Paul A Davies. Oxford University Press, 2017.
15. Tourism Planning: Policies, Processes and Relationships. C. M. Hall, Pearson Education, 2008.
16. Williams, E.Y. (2018) Presentations in English. Macmillan.
17. Yule, G. (2016) Oxford Practice Grammar (adv). OUP.

Internet-resources:

1. www.oup.com
2. www.pearsonlongman.com
3. www.cambridge.org
4. <http://www.bbc.co.uk/worldservice/learningenglish/>
5. <http://learningenglish.voanews.com/>
6. <https://tourlib.net/>
7. <https://tourismnotes.com/>
8. <https://tourismteacher.com/>
9. <https://www.insuremytrip.com/>

Assessment and grading

Criteria for assessment of student performance, and the final score structure

100% Final assessment as a result of a test (20%) and continuous assessment (80%).

20% test: project work and its oral presentation

80% Continuous assessment:

20% test papers

30% workshops;

20% self-study

10% individual tasks

100% Final assessment as a result of an exam (20%) and continuous assessment (80%).

20% exam: project work and its oral presentation

80% continuous assessment:

20% test papers

30% workshops;

20% self-study

10% individual tasks

Grading scale

<i>Total points</i>	<i>National</i>	<i>ECTS</i>
90–100	Excellent	A
82–89	Good	B
75–81	Good	C
64–74	Satisfactory	D
60–63	Satisfactory	E
35–59	Unsatisfactory (requires additional learning)	FX
1–34	Unsatisfactory (requires repetition of the course)	F

Norms of academic integrity and course policy

The student must adhere to the Code of Ethics of Academic Relations and Integrity of NTU "KhPI": to demonstrate discipline, good manners, kindness, honesty, and responsibility. Conflict situations should be openly discussed in academic groups with a lecturer, and if it is impossible to resolve the conflict, they should be brought to the attention of the Institute's management.

Regulatory and legal documents related to the implementation of the principles of academic integrity at NTU "KhPI" are available on the website: <http://blogs.kpi.kharkov.ua/v2/nv/akademichna-dobrochesnist/>

Approval

Approved by

Date, signature

Head of the department
Tetyana Sergejeva

Date, signature

Guarantor of the educational program
Tatiana Chaika