

Course title:	<b>English language</b>				Code:
Field of study:	<b>Tourism and recreation</b>				Year/Semester: <b>1-3 and II cycle 1-2</b>
Specialization:	<b>all</b>				Modes: <b>F/E</b>
Number of hours / semester <b>360/180</b>					ECTS credits: <b>18</b>
Lectures:	Classes: <b>360/180</b>	Laboratories:	Projects:	Seminars:	

**Department: Foreign Language Department**

e-mail: wshig@wshig.poznan.pl

**Course position in the study programme:**

- general course

**Objectives:**

- to prepare students for efficient contacts with foreigners that require to speak English (hotel, restaurant, travel agency, etc.). The aim of the course is to teach students to communicate effectively in English in typical situations of everyday life.

**Course contents:**

**A) I year:**

- **General issues:**

1. Names. Verb: *to be* , present simple, genitive, possessive adjectives.
2. Greetings and goodbyes. Verb: *to be*, present simple, days of the week.
3. Nationalities. Verb: *to be*, present simple, countries and nationalities.
4. Objects. Articles, plural nouns, prepositions, colours.
5. Personal information. Names, addresses, cardinal number, age.
6. Skills and abilities. Modal: *can*, modifiers, adverbs of degree.
7. Family. Verb: *have got*, verb: *to be*, past simple.
8. Jobs and lifestyles. Present simple, prepositions.
9. Likes and dislikes. Present simple, object pronouns, verbs followed by *-ing* form.
10. Places. Prepositions of place, compass points, adjectives.
11. Times. Present simple with fixed times, prepositions of time.
12. Routines. Present simple, adverbs of frequency, position of adverbs, linking words.
13. Journeys. Preposition: *by* with means of transport, *from* and *to* with place and distance, conjunction: *because*, question words.
14. The Home. *There is/ there are*. Pronoun: *any*.
15. Present activities. Present continuous, time adverbials.

16. Prices. Question words. Modals: *can*, *could*, demonstrative adjectives, indefinite pronouns.
17. Food and drink. *Some*, *any* and *no* with countable and uncountable nouns. Verb: *need*.
18. Location. *There is / there are* (revised), prepositions of place.
19. Weather and seasons. Mixed tense revision, verb: *to be*, past simple, months and seasons.
20. Past events. Past simple, past time adverbials.
21. Personal property. Possessive pronouns, question word: *whose?*
22. Clothes. Mixed tense revision. Colours and patterns.
23. Future plans. *Going to* future, future time adverbials, making suggestions.
24. Personal appearance. Verb: *have got* (revised), *be like* and *look like*, modifiers.
25. Past events. Past simple: irregular verbs, time adverbials.
26. Dates and arrangements. Modal: *would*, present continuous with future time, time adverbials, ordinal numbers, months of the year.
27. Telephoning. Modal: *can* (request), modal: *will* (decision).
28. Comparison (1). Comparison of short adjectives.
29. Comparison (2). Comparison of longer adjectives.
30. Temporary activities. Present continuous and present simple contrast.
31. Eating out. Modal: *would* (offer), modal: *can* (request), modal: *will* (decision).
32. Recent events. Present perfect simple with *just* (present result).
33. Experiences. Present perfect simple with *ever*, question words.
34. Illness and discomfort. Verb: *have got* (revised) with illnesses, modal: *would* (offer – revised).
35. Things to do. Verb: *have got to* (obligation), infinitive of purpose.
36. Shopping for clothes. *Too* + adjective, modal: *can* (requests), comparison of adjectives (revised), modal: *will* (decision – revised).
37. Instructions. Imperative positive and negative. Adverbs of manner.
38. Rules. Modals: *must*, *mustn't*, *can*, *can't*, *no* + *ing* form.
39. Feelings and emotions. Verb: *feel* + adjective, time clause: *when* + present simple.
40. Biography. Past simple (revised), passive: *to be born*, prepositions of time, time clauses.

**- specialized issues:**

1. Taking phone calls. Incoming calls. Making simple requests.
2. Giving information. Hotel and restaurant location and facilities. Identifying yourself.
3. Taking room reservations. Requesting information.
4. Taking restaurant bookings. Opening and closing times.
5. Giving polite explanations. Turning down requests.
6. Receiving guests. Guests arriving at hotel reception or restaurant.
7. Serving in the bar. Requests and offers.
8. Instructions. Mixing a cocktail. Giving instructions in sequence.
9. Taking a food order. Restaurant staff taking orders for aperitifs, starters and main courses.
10. Desserts and cheese. Restaurant staff explaining cheese and dessert menus.
11. Talking about wine. Restaurant wine waiter taking orders.
12. Dealing with requests. Hotel reception and restaurant staff replying to requests.
13. Describing dishes. Waiter explaining menu.
14. Dealing with complaints. Guests complaining in a hotel and restaurant.

15. Jobs and workplaces. Hotel reception and kitchen staff explaining responsibilities.
16. Explaining and instructing. Hotel kitchen staff and instructing trainee.
17. Taking telephone requests. Hotel facilities and services.
18. Taking difficult phone calls. Hotel reception taking difficult phone reservations.
19. Health and safety at work. Hotel assistant manager reading safety regulations.
20. Giving directions indoors. Hotel staff directing guests.
21. Giving directions outside. Hotel staff directing guests.
22. Facilities for the business traveler. Hotel reception explaining conference facilities to a guest.
23. Offering help and advice. Hotel staff dealing with an accident.
24. Dealing with problems. Hotel guests complaining to reception.
25. Paying bills. Hotel and restaurant payments.
26. Payment queries. Hotel and restaurant guests querying bills.
27. Applying for a job. Writing a CV.
28. The interview. A job interview.

## **B) II year:.**

### **- General issues:**

1. About you. Revision of tenses: present simple, present continuous, *have got, going to* future, present perfect simple, past simple.
2. Job interview. Present perfect simple with *since* and *for*. Contrast with present simple.
3. Daily life. Verbs: *like, enjoy, hate, don't mind + ing. So, nor, neither + inversion. Both/ neither of us.* Time phrases.
4. Leisure habits. Adverbial phrases of frequency, adverbs of frequency.
5. Oxford. Non-defining relative clauses with *who, which, where*.
6. Directions. Imperative with directions. Prepositions.
7. Duties. Modals: *have to/ had to* positive and negative (obligation and necessity).
8. Polite situations. Modal: *shall, can, may*.
9. Consequences. Conjunctions: *so, because*. Past simple (revised).
10. Scotland. Defining relative clauses with *who, which, where*.
11. Predictions and promises. Modal: *will/won't*. Time clauses with *when, as soon as*.
12. Quantity (1). Quantifiers.
13. Suggestions. Modals: *shall, could*.
14. Completed activities. Present perfect simple with *just, already, yet, still*.
15. Past activities. Past continuous. Contrast with past simple.
16. Quantity (2). Quantifiers. Expressions.
17. Advice. Modals: *should, ought to*. Comparison of adverbs with *-er* and *more*.
18. Rules. Verb: *allowed to* (permission and talking about rules and laws).
19. Warnings. *Always, never + imperative, make sure, don't forget to*. Expressions.
20. Van Gogh. Gerund *-ing* with *after* and *before*. Adverb phrases with *during* and *for*. Linkers: *after that, eventually, finally*.
21. Possibility. Modals: *may, might* (future possibility).
22. Requests and instructions. Verbs: *ask, tell* (somebody to do something). *If* clauses with requests, short phrases with *if*.
23. The senses. Stative verbs.
24. Conclusions. Modals: *must, might, could, can't*.

25. Reported requests. *Want, would like, ask, tell* + object + infinitive
26. Checking facts. Positive and negative question tags.
27. Surprise. Negative question tags. Expressions of surprise.
28. Everything you want. Defining relative clauses omitting *who, that, which*.
29. Comparison. Comparison of adjectives. Written expressions.
30. Aborigines. Clauses of contrast with *although*. Contrasting linking word: *however*.
31. Past habits. Verb: *used to*.
32. Result. Clauses of result with *so...that/ such (a)...that*. Qualifiers: *so, such*, with nouns and adjectives.
33. What will happen if...? First conditional clause with *if* + present + *will* future.
34. Past background. Past perfect simple in narrative. Contrast with past simple.
35. Dog detectives. Present passive.
36. Reported statements.
37. Personality. Adverbs of degree.
38. Reported questions.
39. Fear. Adjectives followed by prepositions.
40. Short story. Revision of past simple in narrative. Phrasal verbs.

**- Specialized issues:**

1. The history of development of tourism. An introduction to tourism. Developments in tourism. Festivals.
2. The organization and structure of tourism. Why do people travel? Statistical information about travel and tourism. Working in tourism.
3. Travel agents. What kind of holiday? The business traveller. Visas.
4. Tour operation. The role of the tour operator. Negotiations. Handling complaints.
5. Air travel. Announcements and procedures. Checking in. Flight attendants.
6. Travel by sea and river – cruises and ferries. Cruise information. Ticket information and itineraries. On-board information.
7. Travel by road and rail. The best way to travel. Independent travel overland. Coach tours – dream or disaster?
8. Tickets, reservations and insurance. Facts and figures. Bookings and reservations. When things go wrong.
9. Tourist information. Tourist attractions and facilities. Sydney – where to stay and what to see. Theme park holidays.
10. Guiding. Working as a tour guide. Information. On tour.
11. Promotion and marketing in tourism. Selling a holiday. Specialist holidays. Promotion on the Internet.
12. Developments in tourism. The shape of things to come. The advantages and disadvantages of tourism. Tourism and the environment.
13. Food categories.
14. Cooking verbs.
15. Staff.
16. Hotel reservations.
17. Opposites – tastes and tourism.
18. Air travel.
19. Tax and accounts.
20. Cash and cheque.
21. Finance.
22. Prices and payment.

23. Marketing – adjectives.
24. Food and drink – French in English.
25. Hotels – adjectives.
26. Crosswords – kitchen, travel.

**C) III year:**

**- General issues:**

1. Describing people.
2. Education.
3. Health and parts of the body.
4. Sport.
5. 24 hours.
6. Noises.
7. Natural environment,
8. Shapes and sizes.
9. Cars and driving.
10. Accommodation.
11. Human actions.
12. Materials.
13. Weather and natural phenomena.
14. Travel and holidays.
15. Cooking.
16. Work.
17. Love and relationships.
18. Clothes.
19. Shopping.

**- Specialized issues:**

1. Travel by road and rail. The best way to travel. Independent travel overland. Coach tours – dream or disaster?
2. Tickets, reservations and insurance. Facts and figures. Bookings and reservations. When things go wrong.
3. Tourist information. Tourist attractions and facilities. Sydney – where to stay and what to see. Theme park holidays.
4. Guiding. Working as a tour guide. Information. On tour.
5. Promotion and marketing in tourism. Selling a holiday. Specialist holidays. Promotion on the Internet.
6. Developments in tourism. The shape of things to come. The advantages and disadvantages of tourism. Tourism and the environment.

**D) I – II year (II cycle):**

1. Places to stay.
2. City life.
3. The countryside.
4. Means of transport.
5. Travelling equipment.
6. Hotel industry.
7. Food and restaurants.
8. Famous sights.

9. Climate and weather.
10. Geography.
11. Advertising and marketing.
12. Business and finance.
13. Hobbies.

**Teaching methods:** classes

**Assessment methods:** tests, quizzes, assessment of oral and written comments, credit with a grade, oral and written examination

**Recommended reading:**

**Compulsory:**

**a) I year:**

1. Soars L., Soars J., *New Headway Beginner*, Oxford 2007
2. Soars L., Soars J., *New Headway Intermediate*, Oxford 2007
3. Stott Trish, Revell Rod, *Highly Recommended. English for the Hotel and Catering Industry*, Oxford 2004

**b) II year:**

1. Soars L., Soars J., *New Headway Pre-intermediate*, Oxford 2007
2. Soars L., Soars J., *New Headway Intermediate*, Oxford 2007
3. Stott Trish, Revell Rod, *Highly Recommended. English for the Hotel and Catering Industry*, Oxford 2004
4. Harding Keith, *Going International*, Oxford 1998

**c) III year:**

1. Soars L., Soars J., *New Headway Intermediate*, Oxford 2007
2. Harding Keith, *Going International*, Oxford 1998

**d) I - II year (II cycle):**

1. Luto K.A., Ganczar M., *Lexical Compendium. Tourism*, Warszawa 2007

**Supplementary:**

1. Adamson D., *Be Our Guest. Basic English for Hotel Staff*, Hemel 1992
2. Adamson D., *International Hotel English*, Hemel 1989
3. Eastwood J., *English for Travel*, Oxford 1994
4. Harding K., Henderson P., *High Season. English for the Hotel and Tourist Industry*, Oxford 1994
5. Keane L., *International Restaurant English*, Hemel 1990
6. Ladousse G.P., *Going Places. English for Work and Travel*, Oxford 1995
7. Yates C.St.J., *Check in. English in Tourism*, Hemel 1992
8. Howard-Williams D., Herd C., *Business Words. Essential Business English Vocabulary*, Oxford 1992
9. Hollet V., *Business Objectives*, Oxford 1993
10. Kleindl L., *People in Business*, Harlow 1992
11. MacKenzie I., *English for Business Studies*, Cambridge 1997
12. Norman S., *We Mean Business*, Harlow 1982
13. Norman S., *We're in Business*, Harlow 1983

14. Pohl A., *Test Your Business English. Hotel. And Catering.*, Harmondsworth 1996
15. Powell M., *Business Matters*, Hove 1996
16. Vaughan A., Heyen N., *Ready for Business*, Harlow 1990
17. White G., Drake S., *Business Initiatives*, Harlow 1989