

Ministry of Higher Education and Scientific research



Department of Tourism Organizations Administration

College of Administrations and Economics

Salahaddin University – Hawler

Subject: English for Hospitality

Course Book –Year 2/ Second Semester

Lecturer's Name: L. Asreen R. Hasan

Academic Year: 2023 -2024

Course Book

1. Course name	English for Hospitality
2. Lecturer in charge	Asreen Ramzi Hasan
3. Department/ College	Department of Tourism Organizations Administration/ College of Administrations and Economics
4. Contact	E-mail: asreen.hassan@su.edu.krd
5. Time (in hours) per week	Integrated Skills: 3
6. Office Hours	30 hrs per a Week
7. COURSE CODE	AETO 2206
8. Course Overview: (English for Hospitality) focuses on language proficiency that is specifically designed to help students to overcome language barriers and be able to use their writing, listening, speaking, and reading skills. It uses a variety of techniques and materials to help them better environment for learning English Language. It uses several elements such as: <i>vocabulary, pronunciation, grammar, and text for reading</i> . This way, it enables students to learn in an academic way.	
9. Course Objective: This course aims at providing the students with a number of real based language aspect in topics related to tourism, travel and hospitality sector. so as to make them have a better background knowledge of English language and develop their communication ability using the English language and expressing their own field which is tourism.	
10. Student's Obligation <ul style="list-style-type: none"> ➤ Regular attendance is required according to the university rules. ➤ The use of mobile phone during the class is prohibited. ➤ Only the students who are officially enrolled can attend the class, guests and children are not admitted. ➤ Daily participation and conducting assignments are required. 	
11. Forms of Teaching <ol style="list-style-type: none"> 1. Book to understand where are they and where they need to focus next. 2. PowerPoint to present the slides. 3. Video to help students with their listening skills. 	

<p>4. One to one and in group dialogue to improve their speaking.</p> <p>5. Working in groups to answer different tasks to improve their language proficiency through writing as well as teamwork.</p>	
<p>12. Assessment Scheme Students are assessed depending on their exam results. Marks are given on the basis of students' performance in the exams as follows: Midterm exam (40%), which is divided as: Midterm exam on paper 20 Marks Assignments, Quizzes, Participation distributed on the other 20 Marks</p> <p>Final exam (60%), which include all the aspects: Total average: 40 + 60 =100 % marks</p>	
<p>13. Course Book Topics List: Second Course/ 1- Accommodation 2- The Airline Industry 3- Phone Calls</p>	
<p>14 Weeks:</p>	
<p>1st Week</p>	<ul style="list-style-type: none"> - Brief Introduction to the Course - Displaying the Course book <p>Accommodation Types of tourist accommodation</p>
<p>2nd Week</p>	<p>Accommodation Types of tourist accommodation</p>
<p>3rd Week</p>	<p>Accommodation Hotel services and facilities</p>
<p>4th Week</p>	<p>Accommodation Describing location</p>
<p>5th Week</p>	<p>Accommodation Taking accommodation enquiries and bookings by phone</p>
<p>Exam Review</p>	
<p>6th Week</p>	<p>The Airline Industry The process of a typical flight for a passenger</p>

7th Week	The Airline Industry The ups and downs of Flying
8th Week	The Airline Industry The ups and downs of Flying
9th Week	The Airline Industry Expressing degrees of like/ dislike
Examination	
10th Week	Phone Calls Using the phone
11th Week	Phone Calls Answering inquiries
12th Weeks	Phone Calls Taking messages
Exam Review	