

Tİ301 - ENGLISH V - Turizm Fakültesi - Turizm İşletmeciliği Bölümü

General Info

Objectives of the Course

To enable learners to use essential communication patterns and language structures in the tourism and hospitality sector accurately and fluently. To develop learners' ability to communicate effectively in professional contexts such as phone calls, making reservations, welcoming guests, taking orders, giving explanations, and handling complaints. To ensure learners can manage customer relations successfully by using polite expressions, requests, and professional register in workplace interactions. To enhance learners' integrated skills in listening, speaking, reading, and writing for professional communication. To foster learners' independent learning, self-correction, and critical reflection skills in order to progress in their vocational language proficiency.

Course Contents

This course is designed to develop professional English communication skills required in the tourism and hospitality industry. The scope of the course includes training students in practical communication areas such as handling telephone calls, providing information, making room and restaurant reservations, welcoming guests, serving in the bar, taking food orders, introducing desserts and beverages, talking about wine, responding to requests, and managing complaints appropriately. In this context, students will study both essential and profession-specific grammar structures (requests, present simple, prepositions of time, possessive adjectives, comparisons, passive voice, etc.) to improve linguistic accuracy and fluency. Special emphasis will be placed on the acquisition and use of professional terminology and vocabulary, enabling students to perform effectively in workplace-related communication. The course further aims to integrate the four language skills—reading, listening, speaking, and writing—through role-plays, dialogues, group work, and exam-style tasks, thereby reinforcing learning outcomes in a comprehensive manner.

Recommended or Required Reading

Highly Recommended I - English for the Hotel & Catering Industry (New Edition) -Ss Book/Workbook-Trish Stott & Rod Revell-Oxford

Planned Learning Activities and Teaching Methods

The course is conducted through student-centered and practice-oriented teaching methods. Grammar and vocabulary instruction is supported by teacher-led explanations and guided practice, while communicative skills are enhanced through role-plays, dialogue simulations, group work, and in-class discussions. Students engage with authentic texts, listening materials, and case-based scenarios to strengthen their ability to interpret and apply language in professional contexts. Writing activities range from short functional texts to reports and reviews, whereas speaking activities include debates, problem-solving tasks, and customer-service simulations. Throughout the course, feedback, self-correction, and peer evaluation methods are employed to promote independent learning and critical reflection.

Recommended Optional Programme Components

In order to further support the development of vocational English skills, several additional activities and resources are recommended. Students are encouraged to engage with authentic materials from the hospitality and tourism sector such as articles, brochures, menus, and online resources to broaden their understanding of professional terminology in diverse contexts. Watching English-language films, documentaries, and industry-related videos is also suggested, followed by in-class discussions to enhance cultural and communicative awareness. To foster individual development, students are advised to prepare short presentations, small-scale projects, and portfolio work to monitor their own learning progress. These optional programme components are designed to complement the course content and to address different learning styles effectively.

Instructor's Assistants

Birol DUDU Yasemin AKTAŞ

Presentation Of Course

On-site

Dersi Veren Öğretim Elemanları

Inst. Dr. Esmâ Abbasioğlu Ünalır Inst. Yasemin Aktaş Inst. Birol Dudu

Program Outcomes

1. By the end of this course, learners will be able to recall and use essential vocational vocabulary and expressions in the context of tourism and hospitality.
2. By the end of this course, learners will be able to identify and express the key patterns used in professional situations such as phone calls, taking reservations, welcoming guests, and taking orders.
3. By the end of this course, learners will be able to match examples with relevant grammar structures (requests, present simple, possessive adjectives, passive voice, etc.) and produce similar sentences.
4. By the end of this course, learners will be able to explain, summarize, and rephrase dialogues from guest-related scenarios using their own words.
5. By the end of this course, learners will be able to differentiate various professional communication situations (e.g., handling complaints, providing information) and illustrate them with appropriate structures.
6. By the end of this course, learners will be able to transfer the acquired knowledge into new communication contexts and apply it in different scenarios.
7. By the end of this course, learners will be able to justify the importance of professional communication and defend the value of using polite and accurate register in workplace interactions.
8. By the end of this course, learners will be able to interpret spoken or written input, draw conclusions, and rewrite the content using alternative expressions when needed.

Order	PreparationInfo	Laboratory	TeachingMethods	Theoretical	Practise
1	Prepare 3 polite requests to use in phone conversations.	There is no lab work for this course.	Lecture, group discussion, icebreaker activities	Orientation-Overviewing course objectives	This course has no practical component.
2	Write down 3 common situations where hotel staff answer phone calls.	There is no lab work for this course.	Lecture, role-play, pair work, guided practice	Taking phone calls-Requests with Can/Could, I'd like to	This course has no practical component.
3	Collect 5 sentences describing hotel facilities using 'there is/there are'.	There is no lab work for this course.	Presentation, Q&A, dialogues, pair practice	Giving information to the guests-Present Simple of be; Is there?/Are there?; There is/are; There isn't/aren't	This course has no practical component.
4	Prepare 3 reservation questions you could ask a guest.	There is no lab work for this course.	Lecture, role-play, group simulation, guided practice	Taking room reservations-Do, Does; Prepositions of time (on, at, in); from...to...	This course has no practical component.
5	Make 5 example questions about restaurant opening times.	There is no lab work for this course.	Pair work, dialogue practice, mini role-plays	Taking restaurant bookings-Dates; adverbs of frequency (always, often, sometimes, rarely, never)	This course has no practical component.
6	Write 3 polite refusals for fully-booked situations.	There is no lab work for this course.	Lecture, guided practice, Q&A, problem-solving	Giving polite&formal explanations-Present Simple (short forms: isn't, don't, can't)	This course has no practical component.
7	Prepare a check-in dialogue with 3 lines.	There is no lab work for this course.	Role-play (check-in), pair work, class discussion	Receiving guests-Possessive adjectives: my, your, his, her, our, their	This course has no practical component.
8	Revision of unit 1-6.	There is no lab work for this course.		Midterm Exam	This course has no practical component.
9	List 5 polite ways to offer drinks.	There is no lab work for this course.	Role-play, dialogues, pair practice, feedback	Serving in the bar-Requests and offers with Can, Could, Shall, Would you like	This course has no practical component.
10	Write 4 sentences giving step-by-step drink instructions.	There is no lab work for this course.	Demonstration, guided practice, group tasks	Instructions-Imperatives (take, fill, pour); sequence markers (first, next, then, finally)	This course has no practical component.
11	Prepare 3 sample dialogues taking orders for starters and drinks.	There is no lab work for this course.	Role-play (ordering), pair work, dialogues	Taking a food order-a/an, some	This course has no practical component.
12	Find 5 dessert names and write 2 recommendation sentences.	There is no lab work for this course.	Group work, role-play, Q&A	Desserts and cheese- some, any	This course has no practical component.
13	İki şarap türünü karşılaştıran 3 cümle yazınız.	There is no lab work for this course.	Ders anlatımı, rehberli alıştırmalar, münazara, ikili çalışma	İçecekler hakkında konuşma-Karşılaştırmalar: -er than, more...than, not as...as	This course has no practical component.
14	Write 3 polite responses to guest requests.	There is no lab work for this course.	Role-play, class discussion, group simulation	Dealing with requests-Offering help: I'll get you some/one/another/some more	This course has no practical component.
15	Revise all Units 1-13 and prepare 5 questions for review.	There is no lab work for this course.	Review session, exam-style practice, feedback	Describing dishes & Dealing with complaints-Present Simple Passive; Past Simple	This course has no practical component.

Workload

Activities	Number	PLEASE SELECT TWO DISTINCT LANGUAGES
Final	1	1,00
Vize	1	1,00
Ara Sınav Hazırlık	7	10,00
Final Sınavı Hazırlık	7	10,00
Ders Sonrası Bireysel Çalışma	14	6,00
Ders Öncesi Bireysel Çalışma	14	6,00

Activities	Weight (%)
Vize	40,00
Final	60,00

Turizm İşletmeciliği Bölümü / Turizm İşletmeciliği X Learning Outcome Relation

	P.O. 1	P.O. 2	P.O. 3	P.O. 4	P.O. 5	P.O. 6	P.O. 7	P.O. 8	P.O. 9	P.O. 10	P.O. 11	P.O. 12	P.O. 13	P.O. 14	P.O. 15	P.O. 16	P.O. 17	P.O. 18	P.O. 19	P.O. 20	P.O. 21	P.O. 22
L.O. 1			5		4		2															
L.O. 2			5		4		2															
L.O. 3			5		4		2															
L.O. 4			5		4		2															
L.O. 5			5		4		2															
L.O. 6			5		4		2															
L.O. 7			5		4		2															
L.O. 8			5		4		2															

Table :

- P.O. 1 :** Have an understanding of structure of tourism industry and how it functions and its significance for development of the country.
- P.O. 2 :** Have a comprehensive and systematic understanding of concepts, principles, theories and facts related to tourism management and similar disciplines.
- P.O. 3 :** Demonstrate reading, listening, speaking and writing skills in English at least at the level of B2 of European Language Portfolio.
- P.O. 4 :** Demonstrate reading, listening, speaking and writing skills in a second language at least at the level of B1 of European Language Portfolio.
- P.O. 5 :** Communicate effectively verbal, non-verbal and in written way and demonstrate effective presentation skills.
- P.O. 6 :** Describe, synthesize, interpret, analyze and evaluate information and data relevant to a professional context.
- P.O. 7 :** Apply knowledge to the solution of familiar and unfamiliar problems.
- P.O. 8 :** Understand both professional and social ethical values, evaluate them critically and behave in an appropriate manner.
- P.O. 9 :** Demonstrate effective use of both basic and professional information and communication technologies and software.
- P.O. 10 :** Have an understanding of concepts, principles, theories and facts within the contexts of business, economics, management, and marketing.
- P.O. 11 :** Understand and apply management theories and practices in order to effectively run a hospitality and tourism operation.
- P.O. 12 :** Understand and apply national and international laws, regulations and professional standards related to tourism industry and tourism management.
- P.O. 13 :** Work effectively both independently and with others.
- P.O. 14 :** Improve themselves gradually both professionally and personally, take responsibility for learning independently and demonstrate that.
- P.O. 15 :** Demonstrate professionalism in dress, grooming, personal hygiene, and appearance that reflect standards expected of hospitality and tourism industry professionals.
- P.O. 16 :** Identify, use and care the physical environment, tools, equipments and technologies related to the field of tourism management.
- P.O. 17 :** Recognize and understand different cultures and communicate with them.

- P.O. 18 :** Understand the principles and revolutions of Atatürk and adopt fundamental principles of the Republic.
- P.O. 19 :** Have detailed knowledge of geography and culture of both Turkey and the world, and evaluate this knowledge in terms of tourism supply and demand.
- P.O. 20 :** Understand the service delivery process in tourism enterprises and apply that in a way to ensure guest satisfaction.
- P.O. 21 :** Improves himself/herself in interdisciplinary fields that add value to personal change and development within the framework of interest, ability, social sensitivity and volunteering.
- P.O. 22 :** Explain at least one of the United Nations Sustainable Development Goals (UN SDGs). UN SDGs are: 1) poverty, 2) hunger, 3) healthy and quality life, 4) quality education, 5) gender equality, 6) clean water and sanitation, 7) accessible clean energy, 8) decent work and economic growth, 9) industry, innovation and infrastructure, 10) reduction of inequalities, 11) sustainable cities and communities, 12) responsible consumption and production, 13) climate action, 14) life below water, 15) life on land, 16) peace, justice and strong institutions, 17) joint efforts for the goals
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