

Objectives of the Course

The aim of this course is to develop students' German communication skills in the context of tourism and hospitality within the framework of the Common European Framework of References for Languages. Students will be able to express themselves in everyday work situations such as welcoming guests, taking orders, giving directions, suggesting activities, responding to complaints and seeing guests off in restaurant and hotel settings. The course develops listening, speaking, reading and writing skills in an integrated manner; role-plays and dialogues reinforce students' professional communication skills. Thus, students will be able to communicate professionally in a confident and appropriate manner using simple sentences.

Course Contents

The course is designed to develop German language skills in the field of tourism and hospitality (vocational). The content covers restaurant and hotel services, directions and transport in the city, excursions and tourist activities, and guest satisfaction. Students practise in professional situations such as taking food and drink orders, suggesting activities, giving directions, responding to complaints, explaining bills and seeing guests off. The course reinforces speaking and communication skills through vocabulary work, role-plays, dialogues and listening comprehension activities, enabling students to communicate confidently and effectively in the tourism sector.

Recommended or Required Reading

Menschen im Beruf - Tourismus A2,

Planned Learning Activities and Teaching Methods

Presentation, Question and Answer, Practice and Application, Demonstration and Role Play, Group Work, Brainstorming, Individual Work, Problem Solving

Recommended Optional Programme Components

there is no

Instructor's Assistants

there is no

Presentation Of Course

in class

Dersi Veren Öğretim Elemanları

Inst. Dr. Fatih Karataş

Program Outcomes

1. Students can provide basic information and answer simple questions in everyday professional situations such as hotels, restaurants and tour guiding.
2. Students can name food, drinks, services and tourist offers in German and provide brief descriptions of them.
3. Students can understand and give simple directions and convey information about transport and activities.
4. Students can respond to guests' simple requests, complaints, compliments and criticisms with appropriate expressions.
5. Students can provide brief information about the weather, tourist attractions and leisure activities and use appropriate phrases.
6. Students can explain the hotel bills at the end of their stay, discuss different payment options, and see guests off.

Weekly Contents

Order	PreparationInfo	Laboratory	TeachingMethods	Theoretical	Practise
1	textbook pp. 14-15, word list		Presentation, Question and Answer, Practice and Application, Demonstration and Role Play, Group Work, Brainstorming, Individual Work, Problem Solving	In the restaurant section: Directing guests to their table; greeting guests; asking about and responding to reservations; providing directions within the restaurant (showing guests to their seats, giving directions). Naming food and beverages; explaining the menu; making recommendations; taking orders.	
2	textbook pp. 14-15, word list		Presentation, Question and Answer, Practice and Application, Demonstration and Role Play, Group Work, Brainstorming, Individual Work, Problem Solving	Expressing food and drink preferences; responding to guests' requests; using appropriate expressions for service.	
3	textbook pp. 14-15, word list textbook pp. 14-15, word list		Presentation, Question and Answer, Practice and Application, Demonstration and Role Play, Group Work, Brainstorming, Individual Work, Problem Solving	Responding to requests and complaints; using expressions of apology; discussing billing and payment methods.	
4	textbook pp. 30-31, word list		Presentation, Question and Answer, Practice and Application, Demonstration and Role Play, Group Work, Brainstorming, Individual Work, Problem Solving	Naming places and tourist attractions in the city; giving and understanding directions; practising giving directions.	

Order	PreparationInfo	Laboratory	TeachingMethods	Theoretical	Practise
5	textbook pp. 30-31, word list		Presentation, Question and Answer, Practice and Application, Demonstration and Role Play, Group Work, Brainstorming, Individual Work, Problem Solving	Suggesting activities; providing information about public transport; explaining timetables, routes and prices; comparing modes of transport.	
6	textbook pp. 30-31, word list		Presentation, Question and Answer, Practice and Application, Demonstration and Role Play, Group Work, Brainstorming, Individual Work, Problem Solving	Recommending trips and leisure activities; explaining the advantages and disadvantages of various trips; informing guests.	
7	textbook pp. 30-31, word list		Presentation, Question and Answer, Practice and Application, Demonstration and Role Play, Group Work, Brainstorming, Individual Work, Problem Solving	Describing the route to work; explaining the work areas in the hotel; explaining car hire and rental conditions.	
8				mid term exams	
9	textbook pp. 46-47, word list		Presentation, Question and Answer, Practice and Application, Demonstration and Role Play, Group Work, Brainstorming, Individual Work, Problem Solving	Welcoming guests as a guide and introducing oneself; presenting the tour programme; answering guests' questions.	
10	textbook pp. 46-47, word list		Presentation, Question and Answer, Practice and Application, Demonstration and Role Play, Group Work, Brainstorming, Individual Work, Problem Solving	Introducing historical and tourist attractions; providing cultural information; learning expressions used in guiding.	
11	textbook pp. 46-47, word list		Presentation, Question and Answer, Practice and Application, Demonstration and Role Play, Group Work, Brainstorming, Individual Work, Problem Solving	Identifying weather conditions and seasons; understanding and conveying weather reports; suggesting activities based on weather conditions.	
12	textbook pp. 46-47, word list		Presentation, Question and Answer, Practice and Application, Demonstration and Role Play, Group Work, Brainstorming, Individual Work, Problem Solving	Assisting guests with problems; offering solutions; communicating in a reassuring and service-oriented manner.	
13	textbook pp. 62-63, word list		Presentation, Question and Answer, Practice and Application, Demonstration and Role Play, Group Work, Brainstorming, Individual Work, Problem Solving	Explain the hotel bill; discuss payment methods.	
14	textbook pp. 62-63, word list		Presentation, Question and Answer, Practice and Application, Demonstration and Role Play, Group Work, Brainstorming, Individual Work, Problem Solving	Asking about guest satisfaction; responding to praise and criticism.	
15	textbook pp. 62-63, word list		Presentation, Question and Answer, Practice and Application, Demonstration and Role Play, Group Work, Brainstorming, Individual Work, Problem Solving	Responding appropriately to written complaints; using formal language; seeing guests off politely; learning farewell expressions.	

Workload

Activities	Number	PLEASE SELECT TWO DISTINCT LANGUAGES
Vize	1	1,00
Final	1	1,00
Derse Katılım	14	4,00
Ders Öncesi Bireysel Çalışma	14	1,00
Ders Sonrası Bireysel Çalışma	14	1,00
Ara Sınav Hazırlık	6	1,00
Final Sınavı Hazırlık	6	1,00
Rol Yapma/Drama	10	1,00
Problem Çözme	14	1,00

Assesments

Activities	Weight (%)
Ara Sınav	40,00
Final	60,00

Turizm Rehberliği Bölümü / TURİZM REHBERLİĞİ 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	P.O. 23	P.O. 24
L.O. 1			5	5														5						
L.O. 2			5	5														5						
L.O. 3			5	5														5						
L.O. 4			5	5														5						
L.O. 5			5	5														5						
L.O. 6			5	5														5						

Table :

- P.O. 1 :** Bu bölümü başarıyla tamamlayan öğrenciler: Turizm sektörünün yapısı, işleyişi ve ülke kalkınmasındaki önemi konusunda bilgi sahibi olur,
- P.O. 2 :** İngilizcede Avrupa Dil Portföyü B2 genel düzeyinde okuma, anlama, konuşma ve yazma becerileri gösterir.
- P.O. 3 :** İkinci bir yabancı dilde en az Avrupa Dil Portföyü B1 genel düzeyinde okuma, anlama, konuşma ve yazma becerileri gösterir,
- P.O. 4 :** Yazılı, sözlü ve sözsüz olarak etkili iletişim kurar ve sunum becerileri gösterir.
- P.O. 5 :** Grup yönetimi ilkelerini bilir ve uygular.
- P.O. 6 :** Toplumsal ve mesleki etik değerleri bilir, bunları eleştirel bir bakış açısıyla değerlendirir ve uygun davranışları geliştirir.
- P.O. 7 :** Hem temel hem de alanıyla ilgili bilgi ve iletişim teknolojilerini ve yazılımlarını ileri düzeyde kullanır.
- P.O. 8 :** İşletme, iktisat ve sosyal psikoloji alanındaki temel kavramlar, kuramlar, ilkeler ve olgular hakkında bilgi sahibi olur.
- P.O. 9 :** Turist rehberliği mesleği ile ilgili hizmet verme süreçlerini bilir ve ziyaretçi memnuniyeti sağlayacak şekilde yerine getirir.
- P.O. 10 :** Bir seyahat işletmesini etkin bir şekilde yönetebilmek için güncel yönetim teorilerini ve uygulamalarını bilir ve uygular.
- P.O. 11 :** Türkiye’de yaşamış olan uygarlıkların kültür, tarih, din ve sanatları hakkında detaylı bilgiye sahip olur, analiz eder ve yorumlar.
- P.O. 12 :** Dünya ve Türkiye coğrafyası hakkında detaylı bilgiye sahip olur.

- P.O. 13 :** Bir turu planlar, uygular ve denetler.
- P.O. 14 :** İlk yardım konusunda temel bilgiye sahip olur ve uygular.
- P.O. 15 :** Turizm alanı ve turist rehberliği ile ilgili hukuki düzenlemeleri ve mesleki standartları bilir ve uygular.
- P.O. 16 :** Bilgi ve verileri mesleki anlamda tanımlar, analiz eder, sentezler, yorumlar ve değerlendirir.
- P.O. 17 :** Başkalarıyla ve bağımsız olarak etkin bir şekilde çalışır.
- P.O. 18 :** Kendini kişisel ve mesleki anlamda sürekli geliştirir, kendi kendine öğrenme için sorumluluk alır ve bunu gösterir.
- P.O. 19 :** Farklı kültürleri tanır, anlar ve farklı kültürlerle iletişim kurar.
- P.O. 20 :** Kişisel bakıma, hijyene, giyime ve görünümüne turist rehberliğinin gerektirdiği şekilde özen gösterir.
- P.O. 21 :** Hizmet alanı ile ilgili fiziksel ortamı, araç gereçleri ve teknolojileri tanır, kullanır ve bakımını yaparak korur.
- P.O. 22 :** Atatürk ilkeleri ve inkılapları konusunda bilgiye sahip olur ve Cumhuriyet'in temel değerlerini benimser.
- P.O. 23 :** Sanatsal ve sportif konulara ilişkin bireysel yeteneklerini geliştirir.
- P.O. 24 :** Birleşmiş Milletler Sürdürülebilir Kalkınma Amaçlarından (BM SKA) en az birini açıklar.
- L.O. 1 :** Öğrenci, otel, restoran ve rehberlik gibi mesleki günlük durumlarda temel bilgileri verebilir ve basit soruları yanıtlayabilir
- L.O. 2 :** Öğrenci, yiyecek, içecek, hizmetler ve turistik teklifleri Almanca olarak adlandırabilir ve bunlar hakkında kısa açıklamalar yapabilir.
- L.O. 3 :** Öğrenci, basit yol tariflerini anlayabilir ve verebilir, ulaşım araçları ve etkinlikler hakkında bilgi aktarabilir.
- L.O. 4 :** Öğrenci, misafirlerin basit istek, şikâyet, övgü ve eleştirilerine uygun ifadelerle cevap verebilir
- L.O. 5 :** Öğrenci, hava durumu, turistik yerler ve boş zaman etkinlikleri hakkında kısa bilgiler sunabilir ve uygun kalıpları kullanabilir
- L.O. 6 :** Öğrenci, konaklama sonunda otel hesaplarını açıklayabilir, farklı ödeme seçeneklerinden bahsedebilir ve misafirleri uğurlayabilir.