

COURSE TITLE	Business English in Tourism II	
Study programme	Professional Graduate Study Management, module Destination Management	
Lead instructor	Persons who meet the requirements laid down by the Act on Higher Education and Scientific Activity	
Course status	Elective	
Year of study	Year 2 (Semester 4)	
Credits and mode of delivery	ECTS workload	4
	Number of hours (L+P+S)	(30 L + 30 P + 0 S)
COURSE DESCRIPTION		
<i>Course objectives</i>		
• To provide students with Anglo-American language tools for effective and confident communication in various professional tourism-related situations. • To develop the ability to understand and conduct business phone calls, engage in topic-based discussions, and lead effective business meetings in English. • To use appropriate structures and skills for active participation and/or delivering tourism presentations in professional contexts.		
<i>Course enrolment requirements</i>		
This course builds upon and expands the language knowledge and skills developed in Business English in Tourism I from the previous semester.		
<i>Expected learning outcomes</i>		
LO1: Mastery of advanced Anglo-American tourism-related vocabulary and structures. LO2: Ability to participate in business simulations and take on roles. LO3: Acquisition of knowledge and skills to distinguish between the characteristics of effective and ineffective business meetings. LO4: Mastery of the methodology for expressing opinions, suggestions, and arguments politely. LO5: Knowledge of strategies for accepting and rejecting proposals appropriately. LO6: Ability to deliver a well-structured spoken or written presentation of oneself and the tourist attractions of a city, county, or country in Business English.		
<i>Course Content</i>		
The course will cover business telephoning, participation in discussions and business meetings, hospitality and tourism terminology, tourist guiding, and the basics of polite interaction with guests in business English. Business skills will be enhanced through the use of the latest computer-based multimedia materials.		
<i>Assessment and evaluation of student work during classes and the final exam</i>		
Assessment is based on evaluation of the achievement of course learning outcomes. Assessment is conducted continuously during the lessons and/or in the final exam, in accordance with the provisions of the institution's Ordinance on Assessment and Evaluation of Student Work and the Annual Curriculum Plan.		