



Philadelphia University
Faculty of administration and finance sciences
Department of hotels and tourism management
first semester, academic year 2011-2012

<u>Course syllabus</u>	
Course title: Special English Language for Hotels	Course code: 0381243
Course level: 3	Course prerequisite (s) and/or corequisite (s):
Lecture time: 9.45-11.00	Credit hours: 3 hours

<u>Academic Staff Specifics</u>				
Name	Rank	Office number and location	Office hours	E-mail address
Dr.Mwaffak Al-Hammairy	Associated Professor	519	11-12	tohora_86@yahoo.Com

Course module description:

This unit aims to help students to improve their command of English within the frame work of the specialized vocabulary that their job requires and to enable them to communicate clearly and fluently with hotel guests and other English speaking members of the staff. It is important to stress that the unit does not teach English from the beginning level. The student is assumed to have a Knowledge of the basic structures as well as a general vocabulary.

Course module objectives:

1. To explain the role of conversation with the guests.
2. Understand special vocabulary.
3. To participate in a substitution practice.
4. To be familiar with the words In the special vocabulary.
5. To be familiar with the new structures that are to be introduced.

Prerequisites

130101 English language skills one, 130102 English language skills two and 381101 Principles of hotels and tourism management.

Course/ module components

- Vivien Worsdall 2002 Special English for Hotel Personal . Collier Macmillan International Ltd.

Journals and Periodicals

Apart from books, you will find it valuable to get into the practice of reading relevant articles from journals and periodicals (including newspapers and magazines). There is a large and growing range of relevant academic journals. Some of the more relevant are:

Industry Specific

1. International Journal of Hospitality Management.
2. Cornell Hotel and Restaurant Administration Quarterly.
3. International Journal of Contemporary Hospitality Management.
4. International Journal of Hospitality Management.
5. Journal of Hospitality and Tourism Management.
6. Journal of Hospitality and Tourism Research.

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Teaching methods:

Lectures, discussion groups, tutorials, problem solving, debates, etc.

Learning outcomes:

Knowledge and understanding:

1. To know how to contact with the guest.
2. To understand guests needs.
3. To know methods of serving the guest.

Assessment instruments

Internal Assessment

Presentation 1

Due Date: During Tutorials weeks 3 to 6

Value: 5 marks

Presentation 2

Due Date: During Tutorials weeks 8 to 12

Length: 1200 words maximum

Value: 15 marks

First Assignment

Due Date: 9.10, Tuesday 30 October

Length: 2,000 words maximum

Value: 20 marks

Second Assignment

Due Date: 9.10, Tuesday 16 December

Length: 2,000 words maximum

Value: 20 marks

<u>Allocation of Marks</u>	
Assessment Instruments	Mark
First examination	20
Second examination	20
Final examination	40
Reports, research projects, quizzes, homework, Projects	20
Total	100

Examination

Format

The final examination will be of 3 hours duration, preceded by 10 minutes reading time. The examination is worth 40 per cent of the total available marks, comprising a choice of 5 out of 6 short essay questions.

Scheduled date and place

Your final examination for this unit will be held during the scheduled examination period as indicated by Registration Office.

Examinations will normally be scheduled Sunday to Thursday inclusive. Examinations may be held during the day or evening and students should consult the university information that will be made available towards the end of semester. You are advised to make any necessary arrangements with employers now for time off during examination period to sit this examination. Your participation at the scheduled time is not negotiable unless there are exceptional circumstances.

Supplementary Examination

Except in special circumstances and on the recommendation of the lecturer-in-charge or the Head of the department, a student who fails will not be granted a supplementary examination.

Submission of Coursework

Late Coursework

Written Work

Extensions will only be granted on medical or compassionate grounds and will not be granted because of work or other commitments. Requests for extensions should be **made in writing** to the lecturer-in-charge **prior** to the due date.

Medical certificates or other evidence must be attached and must contain information which justifies the extension sought.

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Course/module academic calendar

week	Basic and support material to be covered	Homework/reports and their due dates
(1)	Checking in arrived registration.	
(2)	Damage Problems.	
(3)	Hotel Services.	
(4)	Dealing with Emergencies	
(5)	The Switch board.	
(6) First examination	Paying the bill.	
(7)	Lost and found.	
(8)	Public Relations and Publicity (1).	
(9)	Public Relations and Publicity (2).	
(10)	Reservations Problems.	
(11) Second examination	A Medical Emergency.	
(12)	Famous Guests.	
(13)	Complains.	
(14)	Bad Debts.	
(15) Specimen examination (Optional)	Glossary.	
(16) Final Examination	General review	

Expected workload:

On average students need to spend 2 hours of study and preparation for each 50-minute lecture/tutorial.

Attendance policy:

Absence from lectures and/or tutorials shall not exceed 15%. Students who exceed the 15% limit without a medical or emergency excuse acceptable to and approved by the Dean of the faculty shall not be allowed to take the final examination and shall receive a mark of zero for the course. If the excuse is approved by the Dean, the student shall be considered to have withdrawn from the course.

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