

Course Title	ENGLISH FOR HOSPITALITY & TOURISM
Course Code	ENG 113
Course Purpose and Objectives	The course is designed to equip students with the language skills and knowledge necessary for success in the hospitality and tourism industry. The course develops and enhances students' English language proficiency, focusing on both spoken and written communication skills and practicing the specific language skills and terminology needed to excel in the hospitality and tourism sector. By achieving these objectives, students will be well-prepared to pursue careers in hospitality and tourism, communicate effectively with guests, and contribute positively to the industry's growth and development. The course aims to bridge the gap between language skills and practical industry knowledge, ensuring that students are proficient in English and well-prepared for the unique challenges and opportunities in the world of hospitality and tourism.
Learning Outcomes	<ol style="list-style-type: none"> 1. Develop linguistic, cultural, and practical skills needed to excel in the industry, provide exceptional service to guests, and contribute positively to the growth and reputation of the hospitality and tourism sector. 2. Demonstrate English language skills, including listening, speaking, reading, writing, and communicating fluently and effectively in English. 3. Apply the industry-specific terminology and vocabulary related to hospitality and tourism. 4. Demonstrate skills in providing exceptional customer service, including handling inquiries, resolving complaints, and catering to guests' needs effectively. 5. Develop strong communication skills, both verbal and written, allowing them to interact professionally with colleagues, guests, and superiors in various hospitality and tourism settings. 6. Define key principles, trends, and challenges within the hospitality and tourism industry.
Course Content	<ul style="list-style-type: none"> • Speaking skills • Telephone etiquette • Listening skills • Reading skills • Writing skills