

Higher Hotel Institute Cyprus

Module Structure

Module Title	Professional German IV
Module Code	HTGR 311
Programme of Study	Hospitality and Tourism Management III
Instructor:	

Year of Study	3rd	Semester	FALL
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Number of Hours Taught	2 per week
ECTS	2

Module Availability	3 rd Year, Fall Semester
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Prerequisite: Professional German III

Co-requisite: -

Module Rationale

This module, as all language modules, is aligned with the Common European Framework of References for Languages (CEFR) and aims to prepare for the A2.1 level. The course intends to introduce students to the world of hospitality and tourism industry while developing basic language, communication and professional skills in the German language.

Aims

This is the fourth level in a sequential series of German Language courses for professional purposes and includes topics mainly related to different kinds of payment, working clothes, descriptions of different holiday activities, providing information about wellness offers, preparing and cleaning of rooms as well as report of accidents and discuss situations at the airport. At this level, students will acquire basic language skills of listening, speaking, reading and writing and basic grammatical structure of the German language in order to communicate in their professional environment while providing quality services, particularly related to subjects as these. They will understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs in their professional field. They will be able to interact in a simple way provided the other person communicates slowly and clearly and is prepared to help. Students are expected to be close to the A2.1 level of the CEFR.

Learning Outcomes

By the end of the semester, students are expected to be close to functioning at the A2.1 level of the CEFR. Upon successful completion of the module, students will be able to use the German language:

- to clarify misunderstandings,
- to react on complaints,
- to handle different kinds of payment,
- to make small talk with guests and see them off,
- to name and identify working clothes (clothes, colours, material),
- to discuss different kinds of holidays and holiday activities,
- to prepare a hotel room,
- to name and identify cleansing utensils and discuss cleaning,
- to react on and deal with guest's complaints in a hotel,
- to understand hotel ratings and restaurant reviews,
- to talk about wellness, illness and report an accident (special offers, wellbeing, body),
- to report an accident.

Methods of Teaching/Learning

The student's involvement is essential in the course. The approaches held (communicative and active approach) allow the student to acquire the language skills described in the A2.1 level of the CEFR such as written and oral communication, understanding and expression, through a variety of communicative tasks. The student is active and has the opportunity to also develop skills in observation and reflection, as well as learning strategies that gradually lead to learning autonomy. The communicative and active approach, working mainly through a variety of multimedia documents (CDs, DVDs, texts, etc.), offers role-plays, group discussions, listening comprehension exercises as well as written comprehension and essay writing. The proposed topics aim to develop and promote the use of communication skills based on the needs of the student's field of professional development (grammar and vocabulary for professional purposes).

Assessment

Coursework, Assignments	15%
Tests	25%
Self-study work	30%
Final Exam	30%

Module Requirements

Refer to the students' manual for the module requirements

Module Plan and Content

	SPECIFIC LINGUISTIC OBJECTIVES	LINGUISTIC CONTENT		
		GRAMMAR	VOCABULARY	PHONETICS
1	<ul style="list-style-type: none"> to take care of the guests in restaurants to deal with special requests to clarify and avoid misunderstandings in restaurants 	<ul style="list-style-type: none"> verbs with dative personal pronouns in the dative 	<ul style="list-style-type: none"> explanations for changes on the menu apologies and clarification of misunderstandings 	
2	<ul style="list-style-type: none"> to react on requests and complaints to satisfy difficult guests 	<ul style="list-style-type: none"> grading with <i>zu</i> + adjective <i>können</i> and <i>werden</i> in subjunctive temporal prepositions with dative 	<ul style="list-style-type: none"> adjectives used for descriptions verbs expressing complaint to apologize and to make offers for the guest's satisfaction 	<ul style="list-style-type: none"> consonants prosody
	<p>SELF STUDY WORK 1</p> <p>GROUP WORK</p> <ul style="list-style-type: none"> Video recording: Play a dialogue between a waiter and a difficult guest! (see p. 50) 			
	<p>SELF STUDY WORK 2</p> <p>INDIVIDUAL</p> <ul style="list-style-type: none"> Submit a written answer to a guest's complaint at the restaurant! 			
3	<ul style="list-style-type: none"> to pay bills (2) to receive payments to clarify payments to offer extras 	<ul style="list-style-type: none"> past tense 	<ul style="list-style-type: none"> different ways of payment expressions for clarification extras 	
4	<ul style="list-style-type: none"> to prepare the guest's departure 	<ul style="list-style-type: none"> temporal adverbs past tense of <i>wollen</i> and <i>müssen</i> phrases with <i>dass</i> 	<ul style="list-style-type: none"> expressions of seeing guests off useful information for guests 	
TEST I				
5	<ul style="list-style-type: none"> to ask for the guest's evaluation 		<ul style="list-style-type: none"> questionnaire about a guest's satisfaction 	
	<p>SELF STUDY WORK 3</p> <p>GROUP WORK</p> <ul style="list-style-type: none"> Video recording: Write and play a dialogue at the reception about a guest's departure including payment, promotion of special offers for frequent guests, evaluation etc.) 			

6	<ul style="list-style-type: none"> to name and identify working clothes to talk about colours, materials and style to lead a sales conversation at a clothes's shop 	<ul style="list-style-type: none"> question word <i>welcher</i> and demonstrative pronoun <i>dieser</i> in nominative and accusative possessive article in the accusative 	<ul style="list-style-type: none"> clothes colours materials <i>passen, gut stehen, gefallen</i> + dative 	<ul style="list-style-type: none"> consonants: <i>Ich-</i> and <i>Ach-</i> sound consonants: <i>r</i>
	<p>SELF STUDY WORK 4 INDIVIDUAL</p> <ul style="list-style-type: none"> Create a poster describing the different working clothes in a restaurant and in a hotel! 			
7	<ul style="list-style-type: none"> to talk about types of holidays and holiday activities 	<ul style="list-style-type: none"> perfect tense participles without <i>ge-</i> time references 	<ul style="list-style-type: none"> different types of holidays expressing praise and criticism 	<ul style="list-style-type: none"> diphthongs <i>ei, au, eu</i>
	<p>SELF STUDY WORK 5 INDIVIDUAL</p> <ul style="list-style-type: none"> Create a poster about the different possible activities guests can do in your area or in another area! (see p. 135 ex. 5) 			
TEST II				
8	<ul style="list-style-type: none"> to prepare a hotel room to give and take orders for cleansing to identify cleansing utensils 	<ul style="list-style-type: none"> polite questions in conjunctive 	<ul style="list-style-type: none"> to name and identify cleansing utensils expressions of cleansing welcome products 	
	<p>SELF STUDY WORK 6 INDIVIDUAL</p> <ul style="list-style-type: none"> Video recording: Describe, how to prepare and clean a hotel room! 			
9	<ul style="list-style-type: none"> to react on guest's complaints in a hotel to deal with customer's complaints in a hotel to understand hotel ratings and restaurant reviews 	<ul style="list-style-type: none"> revision: question words, <i>Ja/Nein-Fragen</i> connection word <i>anstatt</i> 		
	<p>SELF STUDY WORK 7 GROUP WORK</p> <ul style="list-style-type: none"> Video recording: A guest makes a complaint at the restaurant, react customer-friendly and find a solution! 			
	<p>SELF STUDY WORK 8 INDIVIDUAL</p> <ul style="list-style-type: none"> Submit a written letter replying on a guest's complaint and provide a solution to him/her! 			

10	<ul style="list-style-type: none"> to speak about wellness offers to name and identify parts of the body and discuss wellbeing 	<ul style="list-style-type: none"> <i>zum</i> + infinitive as a noun 	<ul style="list-style-type: none"> various wellness offers body 	<ul style="list-style-type: none"> combination of consonants <i>ts</i>
	<p>SELF STUDY WORK 9 INDIVIDUAL</p> <ul style="list-style-type: none"> Create a leaflet about the wellness offers of a hotel! (see p. 146 ex. 1) 			
TEST III				
11	<ul style="list-style-type: none"> to talk about illness during holidays to report an accident 	<ul style="list-style-type: none"> modal verb <i>sollen</i> <i>bei</i> + dative <i>gegen</i> + accusative comparative and superlative 	<ul style="list-style-type: none"> health issues expressions used to report an accident 	
	<p>SELF STUDY WORK 10 GROUP WORK</p> <ul style="list-style-type: none"> Video recording: Write and play a dialogue at the telephone: a guest is sick and asking for help and the front office manager is helping! (see p. 149 ex. 1) 			
12	Project presentation			
13	Revision			

Teaching material:

- Grunewald, Anna.** *Ja, gerne! A1- Deutsch im Tourismus: Kursbuch.* Berlin, 2014.
- Cohen, Z / Grandi, N.** *Herzlich willkommen. Deutsch in Restaurant und Tourismus. Lehr- und Arbeitsbuch.* Berlin / München, 2012.
- Further reading will be provided.

Additional material:

- Online dictionary German-English.

