**COURSE OUTLINE SPRING 2016-2017**

**TGER220 COURSE**

**COURSE CODE**

**LEVEL** 4. Semester

**COURSE TITLE** Intermediate German for Tourism II

**COURSE TYPE** Faculty Core German

**LECTURER(S)**

**Hülya ÖZKAYA (GR:1,2)**

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**CREDIT VALUE** 3 **ECTS VALUE** 6

**PREREQUISITES** TGER219

**COREQUISITES** - **DURATION OF COURSE** 14 weeks **WEB LINK**

**CATALOGUE DESCRIPTION**

TGER220 is a German course designed to improve students’ knowledge of German specific to the tourism industry. This course provides hotel employees with the linguistic tools they need to cope with the most important everyday work situations involving German-speaking guests. The textbook and workbook provide a wide range of opportunities to practice and use.

**AIMS & OBJECTIVES**

The aim is to give the student the professional German vocabulary required in Hotel and restaurant business and in tourism enterprises and some knowledge of German culture. The student will have the knowledge needed for various customer service situations and he/she will be able to present his/her country for a tourist. The student wants to learn and improve his/her oral and written language skills needed in hotel and restaurants and in contact with tourists. The student will be able to understand and use the vocabulary required in customer service and he/she will also know the special features of German culture.

**GENERAL LEARNING OUTCOMES**

**On successful completion of this course, all students will have developed knowledge and understanding of**:

1. Accommodating the guests ,dealing with wishes and complaints

2. Giving relevant information to the guests ,taking down messages

3. Shopping and paying the bill

4. Room service ,leisure activities

5. Sightseeing, directions, excursions

**On successful completion of this course, all students will have developed their skills in**:

6. Demonstrate language and oral presentation skills.

7. Apply language skills in hospitality and travel business.

8.Using appropriate language and form when writing &speaking

**On successful completion of this course, all students will have developed their competences in**:

9. Work and learn autonomously with others in a group

10. Demonstrate the use of learning resources mainly library and electronic devices.

11. Communicate (oral and written) in a clear and organized manner.

**GRADING CRITERIA**

The following grading criteria is used university wide:

|  |  |  |
| --- | --- | --- |
| Grade | Marks | Value |
| A | 85-100 | 4.0 |
| A- | 80-84 | 3.7 |
| B+ | 75-79 | 3.3 |
| B | 70-74 | 3.0 |
| B- | 66-69 | 2.7 |
| C+ | 63-65 | 2.3 |
| C | 60-62 | 2.0 |
| C- | 57-59 | 1.7 |
| D+ | 54-56 | 1.3 |
| D | 50-53 | 1.0 |
| D- | 45-49 | 0.7 |
| F | 0-44 | 0.0 |
| NG |  | 0.0 |

**RELATIONSHIP WITH OTHER COURSES**

TGER219 Intermediate German for Tourism 1

**LEARNING / TEACHING METHOD**

Lectures during scheduled class hours will take place. The students will be introduced to new topics in the class. They will also be taught how to react in the foreign language in various common communicative situations. The emphasis

will be on developing reading, writing, listening and speaking.

**METHOD OF ASSESSMENT**

The assessment will be conducted in the following way:

|  |  |  |
| --- | --- | --- |
| **Assessment technique** | **Weight** | **Topics to be covered** |
| Exercise | 10% | 5,6 Chapter |
| Reflections | 20% |  |
| Homework | 10% |  |
| Project | 10% |  |
| Presentation | 10% |  |
| Attendance and Participation | 10% |  |
| Final Exam | 30% | 5,6,7,8 Chapter |

**ATTENDANCE**

Attendance is compulsory and absenteeism more than 20% of classes will be graded as “F”. Students with poor

interest, poor attendance and lack of data are graded NG.

**TEXTBOOK/S**

Zimmer frei - Deutsch im Hotel - Ulrike Cohen

(Books are now available in the EMU Bookstore)

**SEMESTER OFFERED**

2014-2015 Fall Semester

**CONTENT & SCHEDULE**

|  |  |  |
| --- | --- | --- |
| **Teaching Weeks** | **Content** | **Required Reading and Supporting Materials** |
| WEEK 1 | Begrüßung. Einführung der Themen des Kurses.  *Greeting. Introduction to the subjects of the course*. | Zimmer frei  Kursbuch (KB) |
| WEEK 2 | **Ins Zimmer einweisen.**  Auf Wünsche und Reklamationen reagieren.  *Accommodating the guests. Dealing with wishes and complaints* | KB Seite 49, 50 |
| WEEK 3 | **Hinweise, Angebote im Hotel**  Auf Wünsche reagieren. Dienstleistungen anbieten.  *Dealing with wishes .Providing services* | KB Seite 50, 60 |
| WEEK 4 | **Angebote am Urlaubsort** Sehenswürdigkeiten in der Stadt empfehlen. *Sightseeing.* | KB Seite 70-71 |
| WEEK 5 | **Hinweise, Auskünfte und Mitteilungen**  Hinweise für Hotelgäste. Mitteilungen entgegennehmen. | KB Seite 51-52, 72 |
| WEEK 6 | **Mitteilungen**  Mitteilungen entgegennehmen. Nachrichten übermitteln.  *Taking and passing on messages.* | KB Seite 52-54 |
| WEEK 7 | **Angebote im Hotel**  Verkäufe im Hotelkiosk und in der Hotelboutique.  *Sales at different shops in the hotel* | KB Seite 59 |
| WEEK 8 | *Reflections* |  |
| WEEK 9 | **Angebote im Hotel und am Urlaubsort**  Sport- und Freizeitprogramme.*Recommending Leisure activities* | KB Seite 61-64 |
| WEEK 10 | **Angebote im Hotel und am Urlaubsort**  Ausflugsprogramme anbieten.Wetter. E*xcursions.* | KB Seite 73 |
| WEEK 11 | **Angebote am Urlaubsort**  Wegbeschreibung.  *Giving directions.* | KB Seite 71-72 |
| WEEK 12 | **Projekt Präsentation**  *Project Presentations* |  |
| WEEK 13 | **Projekt Präsentation**  *Project Presentations* |  |
| WEEK 14 | FINAL EXAM PERIOD |  |

This is a tentative course of study; it may require adjustment according to student’s abilities and progress.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Course Code: TGER220**  **Number of ECTS credits: 6 ECTS (student work load: 180)** | | | **Course Name: Intermediate German for Tourism II** | **Instructor Name: Senior instructor Hülya Özkaya** | | | **Date:** |
|  | Student Work Load | | | Weight of  Asses. (%) |
| Week | Course  LOS | Program LOS | **Educational Activities** | Lectures | Independent  Work | Assessment Hours |
| 1 | 1 | 1,6 | Begrüßung. Einführung der Themen des Kurses.  *Greeting. Introduction to the subjects of the course*. | 4 | 2 |  |  |
| 2 | 1 | 1,4,6 | **Ins Zimmer einweisen.**  Auf Wünsche und Reklamationen reagieren.  *Accommodating the guests. Dealing with wishes and complaints*. | 4 | 3 |  |  |
| 3 | 2 | 1,6,8 | **Ins Zimmer einweisen.**  Auf Wünsche und Reklamationen reagieren.  *Accommodating the guests. Dealing with wishes and complaints* | 4 | 3 |  |  |
| 4 | 2 | 1,4,8 | **Angebote am Urlaubsort**  Sehenswürdigkeiten in der Stadt empfehlen.  *Sightseeing.* | 4 | 3 |  |  |
| 5 | 2 | 1,4,8 | **Hinweise, Auskünfte und Mitteilungen**  Hinweise für Hotelgäste. Mitteilungen entgegennehmen.  *Giving relevant information to the guests.* | 3 | 3 | **Exercise – 10 hrs.** | **10** |
| 6 | **2** | **1,6,8** | **Mitteilungen**  Mitteilungen entgegennehmen. Nachrichten übermitteln.  *Taking and passing on messages.* | 4 | 3 |  |  |
| 7 |  |  | **Reflections** | 4 | 3 | **Reflections – 20 hrs** | **20** |
| 8 | 3 | 4,6,8 | **Angebote im Hotel**  Verkäufe im Hotelkiosk und in der Hotelboutique.  *Sales at different shops in the hotel* | 4 | 3 |  |  |
| 9 | 4 | 4,6,8 | **Angebote im Hotel und am Urlaubsort**  Sport- und Freizeitprogramme.*Recommending Leisure activities* | 4 | 3 |  |  |
| 10 | 5 | 4,6,8 | **Angebote im Hotel und am Urlaubsort**  Ausflugsprogramme anbieten.Wetter. E*xcursions.* | 4 | 3 | **Homework-10 hrs** | **10** |
| 11 | 5 | 1,6,8 | **Angebote am Urlaubsort** Wegbeschreibung. Directions | 4 | 3 |  |  |
| 12 |  | 1,11 | Wegbeschreibungen | 4 | 3 | **Project -10 hrs** | **10** |
| 13 |  |  | PRESENTATION | 4 | 3 | **Presantation-10 hrs** | 10 |
| 14 |  |  | **Final Exam** |  |  | **Exam – 30** | **30** |
|  |  |  |  |  |  |  | **10** |
| **Total** |  |  |  | **52** | **38** | **90** | **100** |
|  |  |  |  | **180** | | |  |

1. 1 ECTS is taken as 30 hrs/wl for a successful student.

2. One semester is 80 working days, which is 16 weeks. A total of 3 weeks is allocated for the final examinations. The course has 3 hrs. of face to face educational activities.

3. This is the time students spend on reading and understanding the lecture materials. It excludes the time preparing for quizzes and exams and also the time for

homework, projects etc. It includes the self- study on weekends as well.

4. Case study, portfolio, reflection, etc.…

*NOTE*: According to the university by-laws the weight of the final exam should not be more than 50%, and the decision of the Faculty Executive Board, the total weight of written exams (final and quizzes) should not be more than 60%.

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| **TGER220**  **INTERMEDIA TE GERMAN**  **II** | **Program outcomes in terms of Knowledge** | | **Program outcomes in terms of Skills** | | | | | **Program outcomes**  **in terms of Competencies** | | | | | |
|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 1 | F |  |  | F |  | F |  |  | P | P |  |  |  |
| 2 | F |  |  | F |  | F |  |  |  | P |  |  |  |
| 3 | F |  |  |  |  |  |  | P |  |  |  |  |  |
| 4 | F |  |  | F |  |  |  | P |  |  | P |  |  |
| 5 | F |  |  | F |  |  |  | P |  |  | P |  |  |
| 6 | F |  |  |  |  | F |  | F |  |  | P |  |  |
| 7 | F |  |  |  |  | F |  |  | P |  | P |  |  |
| 8 |  |  |  | F |  | F |  | F |  |  | P |  |  |
| 9 |  |  |  | F |  | F |  |  |  |  | P |  |  |
| 10 |  |  |  | F |  | F |  | P |  |  | P |  |  |
| 11 | F |  |  |  |  |  |  |  |  |  | F |  |  |
| 12 | F |  |  |  |  |  |  |  |  |  | F |  |  |