



Table 2

Course description

COURSE DESCRIPTION		
Course instructor	Alenka Šuljić Petrc, PhD	
Name of the course	SECOND FOREIGN LANGUAGE A2– FRENCH LANGUAGE	
Study programme	Management of Sustainable Development	
Status of the course	compulsory	
Year of study	3rd	
ECTS credits and manner of instruction	ECTS credits	3 ECTS
	Number of class hours (L+E+S)	30 (15+15+0)
<i>1. Course objectives</i>		
The development of basic language competence at level B1. Developing language skills (listening and reading with understanding, speech and writing) as the basic assumptions for the acquisition of communication competences in the tourism profession in accordance with the expected learning outcomes.		
<i>2. Course enrolment requirements</i>		
Continuation of A1 course.		
<i>3. Expected learning outcomes</i>		
After passing the exam it is expected that the student will be able to:		
1. Understand the words, phrases and sentences from texts that are processed during lectures;		
2. Read the selected simple texts from the fields of tourist professions (the hotel's brochure, a description of the tourist destinations, the travel program, a recipe, a business letter, etc.).		
3. On the basis of the texts ask and answer questions on topics from the field of the tourist professions (e.g. on topics relating to trends in tourism, ecology in tourism – sustainable development, rural tourism, eco-farm, an eco-hotel, etc.) hotel facilities and services, Croatia as a tourist destination, a party in the hotel and tourist place, reclamation and simulate conversations in the hotel and the tourist agency and simple business conversations;		
4. Write a simple business letter (request, offer, reservation) and put together a short program of the trip.		
<i>4. Course content</i>		
Staff (introduce yourself, introduce someone, describe your job). Accommodation facility (describe the main characteristics of one hotel). The hierarchy of occupations in the hospitality industry. To book a room by phone. Reserve a table in the restaurant. To book online. To confirm the reservation. To refuse the reservation. Modify or cancel a reservation. Acceptance of the guest; reception of the group; the guest accommodation. The welcome gifts. Reception on the phone. To introduce the various hotel services; the service on the first floor. Notices of local events. Monitoring services on the floor. Description of dishes; to order in a restaurant. The complaints of the guest; complaints via e-mail. Expression of dissatisfaction at the reception desk. Complaints on the first floor. Letter of apology. Departure of the guest. Charging. Assessment services. Maintenance of contacts. Basic features of French gastronomy. The basic characteristics of the Croatian gastronomic offer.		
<i>5. Manner of instruction</i>	<input checked="" type="checkbox"/> lectures <input type="checkbox"/> seminars and workshops <input checked="" type="checkbox"/> exercises <input type="checkbox"/> distance learning <input type="checkbox"/> fieldwork	<input type="checkbox"/> individual assignments <input checked="" type="checkbox"/> multimedia and network <input type="checkbox"/> laboratories <input type="checkbox"/> mentorship <input type="checkbox"/> other



6. Comments		This course is performed in the French language and is adapted to the beginner's level.					
7. Student responsibilities							
Students are expected to regularly attend classes, active participation and to perform teaching duties.							
8. Monitoring of student work ¹							
Class attendance	1,2	Class participation		Seminar paper		Experimental work	
Written exam	0,5	Oral exam		Essay		Research	
Project		Continuous assessment	0,9	Report		Practical work	
Portfolio		Case study	0,4				
9. Assessment of learning outcomes in class and at the final exam (procedure and examples)							
Assessment and evaluation of students in classes and at the final exam is conducted under the Rulebook on evaluation of students at the Faculty of tourism and hospitality management. For each course it is made a detailed course syllabus which coordinates activities, student load, learning outcomes and evaluation methods.							
10. Mandatory literature (at the time of submission of study programme proposal)							
Corbeau, S., Dubois, Ch., Perforinis, J.-L., Semichon, L., Hôtellerie-restauration.com, CLE International/SEJER, Paris, 2006							
11. Optional/additional literature (at the time of submission of the study programme proposal)							
- Akyüz, Bazelle-Shahmaei, Bonenfant, Gliemann, Les exercices de Grammaire A2, Hachette, Paris, 2006. - Laygues, Arnaud, Coll, Andreu, Le francais en contexte : Tourisme, Maison de Langues, S.L., July, 2016							
12. Quality monitoring methods that ensure the acquisition of exit knowledge, skills and competences							
The quality of the programme, teaching process, teaching skills and level of acquired course matter will be evaluated in writing, by means of extensive questionnaires and by employing other methods that are in accordance with the accepted standards and with the Book of regulations on the quality of the University of Rijeka, as well as the Book of regulations on the quality of the Faculty of tourism and hospitality management.							

¹ IMPORTANT: Enter the appropriate proportion of ECTS credits for each activity so that the total number of credits equals the ECTS value of the course. Use empty fields for additional activities.