



Table 2

Course description

COURSE DESCRIPTION		
Course instructor	Associate Professor, Dolores Miškulin, PhD	
Name of the course	Second foreign language A2- Italian	
Study programme	Management of sustainable development	
Status of the course	Compulsory	
Year of study	3 rd	
ECTS credits and manner of instruction	ECTS credits	3
	Number of class hours (L+E+S)	30 (15+15+0)
1. Course objectives		
a) Development of basic language competences at A2 level. b) Developing language skills (listening and reading with understanding, speaking and writing) as basic assumptions for the development of communication competence in the tourist profession.		
2. Course enrolment requirements		
Passed exam from Italian as a second foreign language A1 that is being taught in the 4th semester.		
3. Expected learning outcomes		
After passing the exam from this course the student will be able to: -Understand words, phrases, and sentences from texts that are studied during classes. - Read selected texts in the field of tourism profession (hotel brochure, description of tourist destination, travel program, recipe, business letter, interview, reportage, etc.) - On the basis of the studied texts, ask and answer questions on topics in the field of tourism profession (e.g. topics related to tourism trends, ecology in tourism, hotel facilities and services, Croatia as a tourist destination, hotel and tourist entertainment, guest typology, reclamation). -Conduct conversations at the hotel and tourist agency and short business conversations. -Write a business letter and compile a travel program.		
4. Course content		
Types of accommodation facilities. Hotel facilities. Types of hotels. Categorization of hotels. Hotel facilities and services. Entertainment in hotel and tourist destination. Hotel contract. The structure of the hotel. Reception department. Accommodation reservation. Telephone communication when booking. "Check-in" procedure. Receiving guests. Complaints. Business communication."Check-out" procedure.		
5. Manner of instruction	<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		
7. Student responsibilities		
Students are expected to attend classes regularly, participate actively and perform teaching duties regularly.		



8. Monitoring of student work ¹							
Class attendance	1,2	Class participation		Seminar paper		Experimental work	
Written exam	0,5	Oral exam	0,4	Essay		Research	
Project		Continuous assessment	0,9	Report		Practical work	
Portfolio							
9. Assessment of learning outcomes in class and at the final exam (procedure and examples)							
<p>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.</p> <p>For each course it is made a detailed course syllabus which coordinates activities, student load, learning outcomes and evaluation methods.</p>							
10. Mandatory literature (at the time of submission of study programme proposal)							
Miškulin Čubrić, D. (2007) Talijanski za hotelijerstvo i turizam, FTTHM, Zagreb.							
11. Optional/additional literature (at the time of submission of the study programme proposal)							
Miškulin Čubrić, D. (2002) L'italiano per il turismo e l'industria alberghiera 2, Školska knjiga, Zagreb.							
12. Quality monitoring methods that ensure the acquisition of exit knowledge, skills and competences							
<p>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.</p>							

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.