



Table 2

Course description

COURSE DESCRIPTION		
Course instructor	Associate Professor, Dolores Miškulin, PhD	
Name of the course	Third foreign language (A1 /A2) - Italian	
Study programme	Management of sustainable development	
Status of the course	Elective	
Year of study	3 rd	
ECTS credits and manner of instruction	ECTS credits	3
	Number of class hours (L+E+S)	30 (15+15+10)
1. Course objectives		
<p>a) Development of basic language competences at A1/A2 level.</p> <p>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.</p>		
2. Course enrolment requirements		
Basic knowledge of Italian		
3. Expected learning outcomes		
<p>After passing the exam from this course students will be able to:</p> <ul style="list-style-type: none"> - Orally and in writing present himself /herself and his /her family with basic information: name and surname, address, date and place of birth, occupation, phone number and cell number, e-mail address; -will understand simple texts describing the hotel, staff and activities on the basis of questions and answers; - will be able to order breakfast and make the transfer of that vocabulary to a new situation (e.g. in a cafe); -will prepare one meat and one fish menu for lunch or dinner; -simulating the actual situation in the restaurant: ordering and paying; - will be able to deal with simple situations that require a simple exchange of information about different topics and activities; - acquire basic communication at the reception; -will acquire some of the culturally interesting landmarks of the country whose language is taught. -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		
<p>Introduce yourself and your family. Basic description of hotel, staff and activities. How to order breakfast? At the bar. Giving practical information: stating the time, the weather, days; In the restaurant: meals and drinks. Menu structure. Celebrations and Celebrations: how to congratulate! Some cultural curiosities: pizza margherita, panettone, polenta, italian wines, vermouth ... Basic communication at the reception.</p>		



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	0,55	Oral exam	0,4	Essay		Research	
Project		Continuous assessment	0,85	Report		Practical work	
Portfolio							
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)							
Štefan, Ž. (2003), Benvenuti, Školska knjiga, Zagreb							
11. Optional/additional literature (at the time of submission of the study programme proposal)							
Miškulin, D. (2018) Talijanski u turizmu A1, FTTHM (script)							
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.