

## **ENGLISKI JEZIK B3 (pre-intermediate to intermediate level)**

**mr Smiljka Kesić**

### **Obavezna literatura**

- Iwona Dubicka and Margaret O'Keefe, *English for International Tourism*, Coursebook, Pearson, 2013. (UNITS 4-10)
- Iwona Dubicka and Margaret O'Keefe, *English for International Tourism*, Workbook, Pearson, 2013. (UNITS 4-10)

### **PISMENI DEO ISPITA:**

1. Provera gramatike – prošlo vreme *Past Simple*, *pasiv i aktiv – Passive Voice*, modalni glagoli *may, can, could* u funkciji dozvole, brojive i nebrojive imenice (*countable&uncountable nouns*), oblici za budućnost (*future forms*), upotreba vremena *Present Perfect Tense*, derivacija reči *Word Formation (Nouns for Verbs)*,
2. Provera vokabulara – paket aranžmani, razgledanje i ture po gradovima, kulturni turizam, hoteli i hotelski sadržaji, čekiranje u hotelu, odnosi sa klijentima, rešavanje žalbi gostiju, hrana i ugostiteljstvo, usluge kateringa za velike događaje, SWOT analiza restorana, ekoturizam, prirodni rezervati i staništa, avanturistički turizam i aktivnosti u prirodi, avio saobraćaj, opis aerodroma, procedure na aerodromu, poslovi osoblja na aerodromu, hotelijerstvo, opremanje i renoviranje hotela, odabir dobavljača, marketing i brendiranje destinacija

### **USMENI DEO ISPITA:**

1. Čitanje teksta iz udžbenika I diskusija o temi iz teksta (pitanje br.1) uz proveru vokabulara iz udžbenika.
2. Samostalno izlaganje studenta o zadatoj temi (pitanje br. 2).
3. Dodatno pitanje (ukoliko je ocena na prelazu) – opis vođene ture ili hotela po izboru.

### **PITANJE BR. 1**

1. Cancun, p. 36.
2. Barcelona Tours, p. 36.
3. Europa Cultural Tours, p. 38.
4. Sound of Music, p. 39.
5. Accommodation in Moscow, p. 40.
6. Trends in Hotel Industry, p. 43.
7. What Hotel Guests Really Hate, p. 44.
8. Online Guests Reviews, p. 46.
9. Staff suggestions, p. 47.
10. The Inside Story, p. 53.
11. Catering for a Crowd, p. 54.
12. Restaurants in Sidney, p.58-59.

13. Why visit Kenya, p. 62
14. Masuria, p.64.
15. Wero Nature Tours and Manu Adventures, p. 66-67.
16. Hotel Operations, p. 76.
17. The Savoy reopens, p. 79.
18. Refurbishment Clean-up, p. 82.
19. How Destination Marketing Works, p. 84.
20. Tourism Trends, p. 86.
21. Seven Tips for Negotiating, p. 88.
22. Tourism in Thailand, p. 91.
23. 4.2. Listening 1, p. 121.
24. 4.2. Listening 2, p. 121.
25. 4.3. Listening, p. 121.
26. 4.4. Listening, p. 121.
27. 4.5. Listening, p. 121.
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30. 5.7. Listening, p. 122-123.
31. 6.1. Listening, p. 123.
32. 6.2.. Listening, p. 123.
33. 6.4. Listening, p. 123.
34. 6.5.. Listening, p. 123.
35. 6.6.. Listening, p. 124.
36. 7.1. Listening, p. 124.
37. 7.2. Listening, p. 124.
38. 7.4. Listening, Part One p. 124.
39. 7.5. Listening, Part Two p. 124-125.
40. 8.2. Listening, 1, 2&3 p. 125.
41. 8.5. Listening, 1, 2&3 p. 125-126.
42. 9. 1. Listening, p. 126.
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48. 10.1. Listening, Part 3 p. 127.
49. 10.2. Listening, p. 127.
50. 10.7. Listening, p. 128.

## **PITANJE BR. 2**

1. What was your last tour like? What was the tour guide like? (good and bad things about the tour)
2. What do you know about historic London?
3. What do you know about fiction-induced tours?
4. What kind of package do you prefer: an all-inclusive or a tailored package? Why?

5. Describe cultural and music tours.
6. What kind of a hotel would you recommend? Decide on the list of top five facilities you think the hotel needs to offer.
7. How to deal with angry and dissatisfied guests?
8. How can a catering company improve its service?
9. When catering for a large group, which is better – a formal dinner or a buffet? Why?
10. Describe the process of preparing your favourite dish?
11. Think of a traditional dish from your country. What are the ingredients? How is it cooked?
12. Make a SWOT analysis of your favourite restaurant or café?
13. Why is Costa Rica a popular tourist destination?
14. What are the ways to protect nature?
15. Give a list of outdoor activities.
16. Describe a short itinerary in your country including locations, tour length, activities and accommodation.
17. Where in your country can visitors enjoy nature tourism and water sports?
18. Which target groups would you recommend the Masuria Paradise?
19. Describe a city or region you know well.
20. Describe airport procedure.
21. Give a list of airport facilities.
22. What is the marketing slogan for your country or city? What idea or image of the destination is it trying to promote?
23. How do most countries market themselves as tourist destinations?
24. How do marketers divide customers into different groups?
25. Which media are important for marketing tourism products or services?

### **Dodatna literatura**

- Keith Harding, *Going International - English for Tourism*, Oxford University Press, 2005.
- Lucy Becker, *Tourism Essentials*, Helbling Languages GmbH 2013.
- Leo Jones, *Welcome!* Cambridge University Press, 2005
- Miriam Jacob and Peter Strutt, *English for International Tourism*, Longman, 2004.
- Robin Walker and Keith Harding, *Oxford English for Careers, Tourism 1*, Student's Book-Provision, Oxford University Press, 2006.
- Lindsay Clandfield, *Straightforward*, Pre-intermediate – Student' Book, MacMillan, 2006. (UNITS 9 – 12)
- Raymond Murphy: *English Grammar in Use*, Cambridge University Press, 2003.

### **Internet izvori**

- <http://www.travelchannel.com/>
- <http://eudict.com/>
- <http://www.travel-industry-dictionary.com/>