

## Ispit iz Engleskog jezika B3 kod dr Miline Kosanović

Obavezna literatura: Dubicka, I., O'Keeffe, M. (2013) English For International Tourism, Pre-Intermediate Course Book, Pearson

Dodatna literatura: Kosanović, M. (2017) English Vocabulary In Tourism, Visokaturističkaškola

1. Pismeni deo ispita (provera gramatike: postavljanje pitanja, PastSimple, PresentPerfect, modali; provera vokabulara: turizam i trendovi u turizmu, poslovi u turizmu, konferencije, paket aranžmani, turistički informativni centri, hoteli, hrana i restorani, putovanje avionom, žalbe)
2. Usmeni deo ispita (odgovor na pitanja)

Lista pitanja:

1. Newtrends in tourism
2. International tourists in the USA
3. Jobs in tourism and advantages and disadvantages of working in tourism
4. A job of a travel agent and tour operator, skills and qualities
5. A job of a flight attendant, skills and qualities
6. How to write a covering letter
7. What do modern visitor centers look like and what can be done to improve them
8. Historic sites in London
9. Services included in package tours and all-inclusive tours
10. Hotel facilities and room amenities
11. Trends in hotel industry
12. Common complaints of hotel guests
13. How to improve hotel service
14. How to respond to complaints in person and via email
15. How to cater for a crowd
16. How to describe dishes in a restaurant (an example of a menu)
17. Types of cheese, meat and seafood
18. Geography of Serbia
19. Airport procedure
20. How destination marketing works