

Engleski jezik A3

Obavezna literatura: Kosanović, M. (2019), English In Tourism For Third Year Students, Visoka turistička škola, Beograd

Dodatna literatura: video materijali (videti spisak ispod pitanja)

1. Pismeni deo ispita

Provera sledećih oblasti: Vocabulary of Change, Plural of Latin and Greek words, Subject verb agreement, Linking words, Word Formation, Phrasal verbs

Provera vokabulara

2. Usmeni deo ispita

Provera poznavanja vokabulara sa obavezne liste reči i odgovor na dva pitanja sa liste.

Od studenta se očekuje da detaljno prepriča tekst iz udžbenika, ako je naveden u pitanju, ili da samostalno izlaže o datoj oblasti (overview). Na usmenom ispitu nije dozvoljeno korišćenje udžbenika, te gradivo treba unapred pripremiti. Ukoliko lekciju prati dodatni video materijal i njegov sadržaj ulazi u sastav ispitnog pitanja.

Lista pitanja:

1. Global trends in tourism, overview (p.3)
2. New markets (p.4)
3. New trends in Technology (p.4, 5)
4. New trends in marketing and new types of holidays (p. 5,6)
5. Trends in hospitality, overview (p.9)
6. Unusual hotels:Liberty hotel, Boston and Jules` Undersea Lodge, Florida (p.9, 10)
7. Hotel Igloo Village, Finland (p.10)
8. 5 innovative hotel design trends to watch in 2019 (p.10, 11)
9. Works of art and classification of art (p.16, 17)
10. What are genres? (p.18)
11. Describing works of art: Madonna in the meadow by Raphael (p.19)
12. Describing works of art :The starry night, by Vincent Van Gogh (p.20)
13. Sculpture (p.21)
14. The bronze David by Donatello (p.23)

15. The statue of Liberty (p.23)
16. Museums in today`s world, overview (p.24)
17. The British Museum (p.25)
18. Historic sites as tourist attractions and Waterloo Battlefield, Belgium (p.27)
19. Alhambra Castle, Spain (p.28)
20. Vido, island of death (p.28)
21. Event tourism in Dubai (p.32)
22. Festivals as tourist attractions and Dublin Parade (p.34)
23. Harbin International Ice and Snow Festival (p.34)
24. Oktoberfest, Munich (p.35)
25. Up Helly Aa, Scotland (p.35)
26. How to organize a conference, overview (p.37)
27. How to hold a business meeting (p.43,44)
28. The four secrets of achieving customer satisfaction, (p.45)
29. Handling customer complaints (p.49)
30. How to write emails of apology to a client (p.51)

Web literatura:

1. Trends in tourism:

Robot staffed hotel: <https://www.youtube.com/watch?v=mpzIQt6l4xY>

Biometric airports: <https://www.youtube.com/watch?v=5glvuLUr06w>

2. Trends in hospitality

Igloo village https://www.youtube.com/watch?v=WZ0VUKb_pjQ

3. Describing works of art

Starry night by Vincent Van Gogh <https://www.youtube.com/watch?v=V7EAOnVkdbc>

4. Sculptures

Bronze David by Donatello <https://www.youtube.com/watch?v=d7gHaoeAB6w>

Statue of liberty <https://www.youtube.com/watch?v=usHRc7G0gVo>

5. Museums

British museum <https://www.youtube.com/watch?v=2b6jTRggT2Y>

6. Historic sites

Visiting Waterloo battlefield <https://www.youtube.com/watch?v=XJ6qG4ozDQY>

7. Festivals

Oktoberfest <https://www.youtube.com/watch?v=JTWnGry8XJo>

Up Helly Aa https://www.youtube.com/watch?v=5csK_dzniHE

8. Business meetings

How to chair a business meeting https://www.youtube.com/watch?v=L_kZT8t75J4

9. Handling complaints

How to defuse frustration https://www.youtube.com/watch?v=WphIXqTp_es

10. How to write an email of apology

How to respond to an unhappy customer`s email
https://www.youtube.com/watch?v=WphIXqTp_es