Sveučilište u Rijeci • University of Rijeka

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General information	
Course instructor	Dolores Miškulin, Ph.D., Associate Professor
Name of the course	Second Foreign Language - Italian 1
Study programme	Undergraduate study: Business Economics in Tourism and Hospitality Module: Hospitality Management
Status of the course	compulsory
Year of study	2nd

ECTS credits and manner of instruction	ECTS credits	3ECTS
	Number of class hours (L+E+S)	30 (15+15+0)

1. COURSE DESCRIPTION

1.1. Course objectives

Italian A1 is aimed at developing basic language competences at A1 level which include the exchange of basic information, asking questions and understanding the answers. Also, the objectives of this course are focused on the use of simple phrases and sentences, reading very short and simple texts related to the tourism profession as well as writing postcards or short messages.

1.2. Course enrolment requirements

None

1.3. Expected learning outcomes

After completing and passing the course, the student will be able to accomplish in Italian:
1. Recognize words, phrases and sentences from the area of immediate personal interest (eg information related to the immediate environment, education, work, etc.) and conversations in a hotel, restaurant and travel agency
2. Comment on selected simple texts from the field of tourism (job advertisement, hotel prospectus, weather forecast, timetable, description of tourist destination, types of tourism with special reference to sustainable development, eco tourism (classification in Italy and Croatia), travel program , menu, recipe, etc.
3. Create questions on topics from everyday life (eg on topics related to the immediate environment, education, work, etc.) and in the field of tourism
4. Describe your education and job
5. Design conversations at the reception, in a restaurant and in a travel agency
6. Compile a short CV, short travel program, accommodation reservation, notes and messages and fill in forms with personal data (eg enter name, citizenship and address in the hotel application form)

1.4. Course content

Occupations in tourism. Types of travel. Travel planning. Tourist agency. Accommodation facilities in tourism. Admissions Department. Hotel household. Food and Beverage Department. Talks at the travel agency, at the reception, in the hotel household and in the restaurant. Italian-speaking countries as tourist destinations.

1.5. Manner of instruction	x☐ lectures ☐ seminars and workshops x☐ exercises ☐ distance learning ☐ fieldwork	x☐ individual assignments x☐ multimedia and network ☐ laboratories ☐ mentorship ☐ other

1.6. Comments

1.7. Student responsibilities

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Students are expected to attend classes regularly, actively participate and fulfill their teaching obligations.							

1.8.   Monitoring of student work[1]

Class attendance	1	Class participation		Seminar paper		Experimental work	
Written exam		Oral exam	0.4	Essay		Research	
Project		Continuous assessment	0.8	Report		Practical work	0.4
Portfolio		Final exam	0.4				

1.9. 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 Ordinance on grading students of FMTU. A detailed implementation curriculum is developed for each course, which harmonizes activities, student workload, learning outcomes and assessment methods.

1.10.   Mandatory literature (at the time of submission of study programme proposal)

Miškulin, D. (2018). Talijanski u hotelijerstvu. Opatija: Sveučilište u Rijeci, Fakultet za menadžment u turizmu i ugostiteljstvu (e-book)

1.11.   Optional/additional literature (at the time of submission of the study programme proposal)

1.12.   Number of assigned reading copies in relation to the number of students currently attending the course

Title	Number of copies	Number of students
Miškulin, D. (2018). Talijanski u hotelijerstvu. Opatija: Sveučilište u Rijeci, Fakultet za menadžment u turizmu i ugostiteljstvu (e-book)	On Lumens	

1.13.   Quality monitoring methods that ensure the acquisition of exit knowledge, skills and competences

The quality of the programs, teaching process, teaching skills and level of mastery of the material will be established by conducting a written evaluation with extensive questionnaires and in other ways provided by accepted standards, in accordance with the University of Rijeka Quality System and the Faculty of Tourism and Hospitality Management System.

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[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.