

General information		
Course instructor	Dolores Miškulin, Ph.D., Associate Professor	
Name of the course	Second Foreign Language - Italian 2	
Study programme	Undergraduate study: Business Economics in Tourism and Hospitality Module: Hospitality Management	
Status of the course	compulsory	
Year of study	3rd	
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 2 is aimed at developing basic language competences at the A2 level that include understanding the time system as well as talking about oneself and one's past. Also, the objectives of this course are aimed at the written transmission of basic information to describe in simple terms yourself, your family, living conditions and the like and to develop language skills as a prerequisite for acquiring communication competence in the tourism profession.		
1.2. Course enrolment requirements		
Passes Italian 1 course and exam		
1.3. Expected learning outcomes		
After completing and passing the course, the student will be able to accomplish in Italian: -Recognize words, phrases and sentences from texts that are processed during classes -Comment on selected simple texts from the field of tourism (hotel brochure, description of the tourist destination, travel program, recipe, business letter, etc.) -Create questions on topics in the field of tourism (eg on topics related to trends in tourism, ecology in tourism, hotel facilities and services, Croatia as a tourist destination, entertainment in the hotel and tourist place, complaints) -Design conversations in a hotel and travel agency, and simple business conversations -Compose a simple business letter (inquiry, offer, reservation) and compile a short travel program		
1.4. Course content		
Trends in tourism. Travel organizers. Travel program. Types of hotels. Hotel categorization. Hotel facilities and services. Croatia as a tourist destination. Cultural and historical heritage of Croatia. Fun in the hotel and tourist resort. Complaints. Business communication.		
1.5. Manner of instruction	<input checked="" type="checkbox"/> lectures <input type="checkbox"/> seminars and workshops	<input checked="" type="checkbox"/> individual assignments <input checked="" type="checkbox"/> multimedia and network

	<input checked="" type="checkbox"/> exercises <input type="checkbox"/> distance learning <input type="checkbox"/> fieldwork		<input type="checkbox"/> laboratories <input type="checkbox"/> mentorship <input type="checkbox"/> other				
1.6. Comments							
1.7. Student responsibilities							
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. (2009). L'italiano per il turismo e l'industria alberghiera 1. Zagreb: Školska knjiga.							
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. (2009). L'italiano per il turismo e l'industria alberghiera 1. Zagreb: Školska knjiga.						15	
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							

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.

with the University of Rijeka Quality System and the Faculty of Tourism and Hospitality Management System.