

Programme: S.Y.B. A. (French)

Course Code: DSC 1D

Title of the Course: French for Hotel and Tourism

Number of Credits: 4

Effective from AY: 2018-19

<u>Prerequisites for the course:</u>	Any student pursuing Second year undergraduate programme in French at Goa University is eligible to take the course as a core paper.	
<u>Objective:</u>	<p>This course lays emphasis on oral and written communication specific to the tourism industry, as well as the “savoir-faire” in a customer service job: entertainment, catering and reception. It has been designed to ensure that theoretical knowledge goes hand in hand with a practical understanding of the major activities in the tourism industry.</p> <p>The main aim is to introduce students to</p> <ul style="list-style-type: none"> • Hotel business: hotel reception, contacts in the tourist industry, different forms of mail from customers • The travel agency: the tourism officer and his place of work, ticket selling, packages, customer advice and follow-up • Tourism in France/Local tourism: working from a brochure, providing practical information: directions, prices, opening times, etc., explaining/describing the touring aspects of any Francophone country/India (monuments, sites, costumes, and gastronomy). <p>And equip. them with</p> <ul style="list-style-type: none"> • Reception techniques: welcoming and providing information for visitors, cultural differences, making and changing an appointment • Tour guide techniques: work of the tour guide, creation of an itinerary and a town tour, map reading, organization of a trip, organization of a stay, creation of a circuit. • Telephone relations: introducing oneself, making a phone call or asking a caller to wait, taking a message, taking appointments and reservations, changing appointments and reservations. 	
<u>Content:</u>	<p>Module 1- Tourism Office- Informing and promoting the region.</p> <p>The tourism sector in France, Professionals in the field of tourism, badges and visiting cards, questionnaires and forms, tourist spaces, tourist activities, Tourist documents.</p> <p>Welcoming tourists, Giving directions to tourists, narrating anecdotes and curious facts.</p> <p>Module 2-Travel agency- Transporting tourists</p> <p>Types of Travel agencies and tours, tourist activities, Features of</p>	<p>15hours</p> <p>15hours</p>

	<p>rental cars, Airport terminology and signage, announcements, pricing.</p> <p>Advising guests and selling trips and tours, Handling of cancellations, after-sales service, Managing guests, Giving instructions, explanations. Proposing solutions.</p> <p>Module 3- Hotels and cruises- Receiving guests Types of accommodation, description of hotel features and services, iconography, Professionals in hotels, restaurants and cruiseliners, Instructions to tourists, Receiving guests, presenting the hotel and upselling its image, dealing with dissatisfied guests.</p> <p>Module 4- Restaurants- Taking care of guests Vocabulary related to the restaurant space, kitchen and F&B professionals, food items, their preparation, cuisine and ingredients, table service, kitchen and dining area equipment. Advising guests and taking orders, describing dishes, handling payments.</p>	<p>15hours</p> <p>15hours</p>
<u>Pedagogy:</u>	<p>Teaching methods and syllabus are based on the introduction of students to principles of autonomous and self-directed learning and LSP methodologies. This module will contain LSP in various media and forms of presentation (oral: lectures; audio-visual: TV, video; ICT: Internet, CD-ROMs). Independent work (group and individual) .Exercises in task setting and fulfilling.</p> <p>Course taught in French</p>	
<u>References/ Readings</u>	<p>BIBLIOGRAPHY</p> <ol style="list-style-type: none"> 1. Juliette Marion & Baptiste Chauveau, (2013) Carnet de voyage, Goyal publications, New Delhi 2. Corbeau et al. (2013) Tourisme.com, 2ème édition Broché, Cle international 3. Corbeau S et al., (2006) Hôtellerie-restauration.com : Méthode de français professionnel de l'hôtellerie et de la restauration, CLE, Paris 4. Descotes. Genon., Service Compris, Pratique du Français de l'Hôtellerie e, de la restauration et de la cuisine, PUG, Grenoble 5. C. Peyroutet et al, (2013) Le tourisme en France, Nathan. 6. Chandrasekar et al et al, (2011) A votre service, Méthode de français pour l'hôtellerie et le tourisme, Hachette, New Delhi 7. Cholvy, En Cuisine : français professionnel A1/A2, CLE 8. Calmy Anne Marie, (2004) Le Français du Tourisme, Hachette, Paris 9. K. Madanagobalane, et al, (2011) L'hôtellerie et le tourisme, Samhitapublications, Chennai 10. Coll, Laygues, Le français en context- Tourisme (A1+/A2+), Méthode de français - Maison des langues, Paris 11. Gupta, Gupta et al, (2011) Bon voyage, Méthode de français de 	

	<p>l'hôtellerie et du tourisme pour les débutants, Goyal publications, New Delhi</p> <p>WEBSITES</p> <ol style="list-style-type: none"> 1. http://www.jeux-geographiques.com/jeux-en-ligne-Jeu-Fromages-de-France-_pageid80.html 2. http://www.ciel.fr/learn-french/business-french-exercises.htm 3. Le journal de l'éco-tourisme http://www.lejournaldelecotourisme.com/ 4. Voyageons autrement : http://www.voyageons-autrement.com/index/tourisme-durable.html 5. Voyages pour la planète : http://www.voyagespourlaplanete.com 	
<u>Learning Outcomes</u>	<p>By the end of the course, students will be able to understand the French and francophone clients and will know:</p> <ul style="list-style-type: none"> • to welcome clients at the airport, hotel, and restaurant; • to provide information on transportation and itinerary for a tour; • to create a brochure • to describe a hotel, city or monument; • to take a message on the phone; • to help a client to choose, organize, buy or reserve something; • to help the client to change, cancel a reservation or service 	