



Ευρωπαϊκή Ένωση
Ευρωπαϊκό Κοινωνικό Ταμείο



Κυπριακή Δημοκρατία



Διαρθρωτικό Ταμείο
της Ευρωπαϊκής Ένωσης στα Κύπρια

Η δράση υλοποιείται στο πλαίσιο του Έργου "Ανάπτυξη της Τεχνικής και Επαγγελματικής Εκπαίδευσης και Κατάρτισης". Το Έργο συγχρηματοδοτείται από το Ευρωπαϊκό Κοινωνικό Ταμείο της Ε.Ε. και την Κυπριακή Δημοκρατία.



ΜΕΤΕΚ
ΜΕΤΑΠΡΟΣΒΑΛΕΤΟΤΗΤΑ

Δημόσια Σχολή Ανώτερης Επαγγελματικής Εκπαίδευσης και Κατάρτισης
ΔΙΕΥΘΥΝΣΗ ΜΕΣΗΣ ΤΕΧΝΙΚΗΣ ΚΑΙ ΕΠΑΓΓΕΛΜΑΤΙΚΗΣ ΕΚΠΑΙΔΕΥΣΗΣ ΚΑΙ ΚΑΤΑΡΤΙΣΗΣ
ΥΠΟΥΡΓΕΙΟ ΠΑΙΔΕΙΑΣ, ΠΟΛΙΤΙΣΜΟΥ, ΑΘΛΗΤΙΣΜΟΥ ΚΑΙ ΝΕΟΛΑΙΑΣ

Course Title	ENGLISH FOR THE FOODSERVICE INDUSTRY II				
Course Code	REST0202				
Course Type	Compulsory, Theoretical				
Level	Level 5				
Year / Semester	1 st Year, 1 st or 2 nd Semester				
Teacher's Name	Sviatlana Karpava				
ECTS	3	Lectures / Week	2	Labs / week	
Course Purpose and Objectives	This professional English language course builds on 'REST0202 English for the Foodservice Industry I'. Students improve their professional English vocabulary and grammar in order to communicate effectively with guests in a restaurant or a bar setting and provide all guests with all relevant information concerning guests' dining experience. Also, students will develop the language skills to explain to guests basic travel and destinations related information, directions and traditions.				
Learning Outcomes	<p>Upon successful completion of the course, students will be able to:</p> <ul style="list-style-type: none"> Understand how to welcome guests, explain the menu, take orders and deal with bills in a restaurant Interact and communicate with guests in all service sequence steps using professional English Explain to guests basic travel and destinations related information, directions and traditions. 				
Prerequisites	REST0102 English for the Foodservice Industry I	Co-requisites	None		
Course Content	<p>Dealing with customers' enquiries</p> <ul style="list-style-type: none"> Giving accurate information about and directions to a restaurant <p>Presentation of menus in line with agreed service standards</p> <ul style="list-style-type: none"> Recommendation of dishes in line with agreed service standards Describing desserts to customers Explaining how to calculate and explain a bill to a customer Dealing with complaints Writing a letter of apology. <p>Describing a range of drinks</p>				

	<ul style="list-style-type: none"> • Taking drinks orders • Explaining the recipes of a range of cocktails • Explaining how to make a range of cocktails • Explaining how to plan menus • Describing a range of dishes. <p>Describing the features of a destination.</p> <p>Explaining how to reach a local tourist destination by chosen travel method.</p> <p>Describing the features of a famous sight.</p> <ul style="list-style-type: none"> • Giving travel information to someone who is driving • Giving travel information to someone who is travelling by underground • Describing how to book a hire car • Exchanging historical facts • Describing a festival or cultural celebration that meets the specification.
Teaching Methodology	Teaching staff selects one or more of, (but is not limited to) the following teaching methods in order to achieve the learning outcomes of the course: lectures, workshops, practical exercise, demonstration, discussion, group exercises and homework, case studies, educational visits, digital learning, flip learning method, coaching-mentoring, project-based learning method, work-based learning method, presentations by visitors etc.
Bibliography	<p>Thomas, M. J. English for Hospitality and Foodservice. Pearson; ISBN-10: 0130484075.</p> <p>Tanji, H. Professional Spoken English for Hotel & Restaurant Workers. CreateSpace Independent Publishing Platform; ISBN-10: 1500769924</p>
Assessment	<p>Participation / Attendance 10%</p> <p>Essays/Assignments (Group or Individual) 0% - 50%</p> <p>Mid-Term Written Exam 0% - 30%</p> <p>Final Written Exam 0% - 40%</p>
Language	English