



# Course Specification

— (Bachelor)

**Course Title:** Second Foreign Language (2)

**Course Code:** 5403 365-2

**Program:** BSc of Tourism and Hospitality Management

**Department:** Tourism and Hospitality Management

**College:** College of Business and economics

**Institution:** Umm Al-Qura University

**Version:** 1

**Last Revision Date:** 9 November 2023



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## A. General information about the course:

### 1. Course Identification

1. Credit hours: (2)

2. Course type

A.  University  College  Department  Track  Others

B.  Required  Elective

3. Level/year at which this course is offered: (3rd years, 6th semester)

4. Course general Description: Second foreign language (1) 5403 357-2

5. Pre-requirements for this course (if any):

6. Co-requisites for this course (if any):

7. Course Main Objective(s):

This course extends for two levels. In this level of Second Foreign Language (2), students will have the chance to improve their English beyond intermediate level in the field of tourism & hospitality. Having the ability to speak English is quite significant in this field since it is one of the industries that required direct interaction with hotel guests and tourists from all over the world. This course focus on learning the main terms and to effectively use them. Moreover, students will have the chance to improve all four skills (reading, writing, listening, speaking) throughout the activities and assessments will be practicing during the lectures.

**At the end of the unit the student will be able to:**

- Develop confidence & fluency in the language beyond intermediate level.
- Build appropriate vocabulary for the hospitality & tourism industry.
- Develop an understanding of hospitality management, travel & tourism
- Develop an understanding of current developments & customer service issues within the travel industry.



- Acquire practical business communication skills relevant to the modern working environment.

## 2. Teaching mode (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1	Traditional classroom	30	100%
2	E-learning		
3	Hybrid <ul style="list-style-type: none"> <li>• Traditional classroom</li> <li>• E-learning</li> </ul>		
4	Distance learning		

## 3. Contact Hours (based on the academic semester)

No	Activity	Contact Hours
1.	Lectures	30
2.	Laboratory/Studio	
3.	Field	
4.	Tutorial	
5.	Others (specify)	
<b>Total</b>		<b>30</b>

## B. Course Learning Outcomes (CLOs), Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	Code of CLOs aligned with program	Teaching Strategies	Assessment Methods
1.0	Knowledge and understanding			
1.1	Develop confidence & fluency in the language beyond intermediate level.			
1.2	Build appropriate vocabulary for the			





Code	Course Learning Outcomes	Code of CLOs aligned with program	Teaching Strategies	Assessment Methods
	hospitality & tourism industry.			
...				
2.0	Skills			
2.1	Adapt to new situations and demands by applying and/or updating her/his knowledge and skills.	Active Learning strategies	<p>The goal of this teaching strategy is to help individuals develop the ability to adapt to new situations and demands by applying and/or updating their knowledge and skills. This is a crucial skill in a rapidly changing world, where the ability to learn and adapt is essential for personal and professional growth.</p> <p><b>Establish a Growth Mindset:</b> Start by discussing the importance of a growth mindset, which is the belief that intelligence and abilities can be developed through effort and learning. Emphasize that the ability to adapt and learn is not fixed and can be</p>	Exams, Teamwork, Assignments, and Coursework





Code	Course Learning Outcomes	Code of CLOs aligned with program	Teaching Strategies	Assessment Methods
			<p>improved with practice and determination.</p> <p><b>Self-Awareness:</b> Encourage individuals to reflect on their current knowledge and skills. What are their strengths, weaknesses, and areas where they need improvement? Help them understand the value of self-awareness in the process of adaptation.</p>	
2.2	<p><b>Demonstrate and apply analytical and critical thinking and synthesis of understandings in the fields of tourism and hospitality.</b></p>	<p><b>Active Learning strategies</b></p>	<p>The objective of this teaching strategy is to help students demonstrate and apply analytical and critical thinking while synthesizing their understanding in the fields of tourism and hospitality.</p> <p><b>Foundational Knowledge:</b> Begin by providing students with a</p>	<p><b>Exams, Teamwork, Assignments, and Coursework</b></p>



Code	Course Learning Outcomes	Code of CLOs aligned with program	Teaching Strategies	Assessment Methods
			solid foundation of knowledge in the tourism and hospitality sectors, including industry trends, best practices, and key concept	
<b>3.0</b>	<b>Values, autonomy, and responsibility</b>			
3.1	Identify assumptions, evaluate statements in terms of evidence, detect false logic or reasoning, identify implicit values, define terms adequately and generalize appropriately.	Active Learning strategies		Exams, Teamwork, Assignments, and Coursework
3.2	Manage effective performance within a team environment	Active Learning strategies		Exams, Teamwork, Assignments, and Coursework

### C. Course Content

No	List of Topics	Contact Hours
1.	Course Introduction Groups Assigned	2
2.	Chapter 1: Arrivals	2
3.	Chapter 2: A Place to Stay <i>Group discussion session</i>	2
4.	Chapter 3: Tourist Information Services <i>Group discussion session</i>	2
5.	Chapter 4: Holiday Rep	2



	<i>Group discussion session</i>	
6.	<b>Midterm</b>	<b>2</b>
7.	<b>Chapter 5: Eating Out</b> <i>Group discussion session</i>	<b>2</b>
8.	<b>Chapter 6: Checking out</b> <i>Group discussion session</i>	<b>2</b>
9.	<b>Chapter 7: Attractions and Event</b> <i>Group discussion session</i>	<b>2</b>
10.	<b>Revision</b>	<b>2</b>
	<b>Finals</b>	
	<b>Total</b>	

#### D. Students Assessment Activities

No	Assessment Activities *	Assessment timing (In week no)	Percentage of Total Assessment Score
1.	Quizzes	3, 6	5%
2.	Presentation	4	10%
3.	Group Discussion	Every week	5%
4.	Group Project	4	20%
5.	Midterm Exam	5	20%
6.	Final Exam	12	40%

\*Assessment Activities (i.e., Written test, oral test, oral presentation, group project, essay, etc.).

#### E. Learning Resources and Facilities

##### 1. References and Learning Resources

<b>Essential References</b>	<b>Oxford English for Careers: Tourism 2 : Student's Book</b> <a href="https://pubhtml5.com/iytc/zrpy/Oxford_English_for_Careers_:_Tourism_2_:_Student%27s_Book_(PDFDrive)/">https://pubhtml5.com/iytc/zrpy/Oxford_English_for_Careers_:_Tourism_2_:_Student%27s_Book_(PDFDrive)/</a>
<b>Supportive References</b>	
<b>Electronic Materials</b>	<b>Large number of websites</b>
<b>Other Learning Materials</b>	



## 2. Required Facilities and equipment

Items	Resources
<b>facilities</b> (Classrooms, laboratories, exhibition rooms, simulation rooms, etc.)	
<b>Technology equipment</b> (projector, smart board, software)	Projector
<b>Other equipment</b> (depending on the nature of the specialty)	

## F. Assessment of Course Quality

Assessment Areas/Issues	Assessor	Assessment Methods
Effectiveness of teaching	Instructor, and Department committee	Peer Observation Guidelines and Recommendations Classroom Observation Instruments Reviews by the department council of course materials (e.g., syllabi, assignments, activities) Discussions within group of faculty teaching the course
Effectiveness of Students assessment	Course teachers	Discussions within group of faculty teaching the course.
Quality of learning resources	Department council	Providing samples all kind of assessment in the departmental course portfolio of each course. Assigning group of faculty members who have an experience on teaching the course to grade same Questions for various students. Faculty from other institutions are invited to review the accuracy of the grading policy.





Assessment Areas/Issues	Assessor	Assessment Methods
The extent to which CLOs have been achieved	Department council	Reviewing course profile and verifying its content and its compatibility to the standards of quality
Other		

**Assessors** (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify))

**Assessment Methods** (Direct, Indirect)

### G. Specification Approval

<b>COUNCIL /COMMITTEE</b>	
<b>REFERENCE NO.</b>	
<b>DATE</b>	

