

## Module / Course Handbook

<b>English for Tourism</b>					
<b>Module/Course Title</b>	<b>Student Workload</b>	<b>Credits (ECTS)</b>	<b>Semester</b>	<b>Frequency</b>	<b>Duration</b>
English for Tourism	340 minutes x 15 / 60 minutes = 85 hours	2 x 1.59 = 3.18 ECTS	Odd semester	2 CU x 15 = 30	15 meetings
1	<b>Types of courses</b> a) Lecturing b) Discussion c) Project	<b>Contact hours</b> 2 x 110 minutes = 220	<b>Independent study</b> 2 x 60 minutes = 120 minutes	<b>Class size</b>  40 students	
2	<b>Prerequisites for participation (if applicable)</b> Indonesian Society and Culture, Academic Speaking				
3	<b>Learning outcomes(PLO+CLO)</b> <b>PLO</b> 1. (PLO 6) Being able to create sound academic or non-academic works both oral and written for various audiences and purposes. 2. (PLO 7) Being able to demonstrate English language proficiency as indicated by an English proficiency achievement equivalent to minimum CEFR level B2. 3. (PLO 8) Being able to demonstrate <b>integrative and independent thinking, originality, imagination, experimentation, problem solving, ethical decision making, or risk taking</b> in thought, expression, or intellectual engagement.  <b>CLO:</b> 1. Being able to create dialogue, role play, and presentation about topics/issues in hotel, travel agent, and tour guiding. 2. Being able to design brochures and/or booklet on hotel, travel agent, and tour guiding. 3. Being able to communicate ideas, both orally and in written, effectively. 4. Being able to demonstrate originality and creativity when performing dialogue, role play, and presentation; and when designing brochures/booklet on hotel, travel agent, and tour guiding.				
4	<b>Subject aims/Content</b> 1) Hotel terms 2) Hotel reservation 3) Check-in 4) Check-out 5) Making brochure 6) Travel agency terms 7) Making itinerary				

	8) Tour guiding 9) Culinary Tourism 10) Ecotourism 11) Experiential tourism
5	<b>Teaching methods</b> lectures, group discussions, role play, presentations, and project
6	<b>Assessment methods</b> Written test, spoken test, project
7	<b>This module is used in the following study program/s as well</b> undergraduate program
8	<b>Module Coordinator</b> Lina Purwaning Hartanti, S.Pd., M.EIL.
9	<b>References</b> <ol style="list-style-type: none"> <li>1. Dubicka, Iwonna., and O’Keeffe, Margaret. (2003). English for International Tourism: Pre-Intermediate Students’ Book. Essex: Longman.</li> <li>2. Jones, Leo. (2001). Welcome!: English for the travel and tourism industry. Cambridge: Cambridge University Press.</li> <li>3. Morgan, Nigel., and Pritchard, Annette. (2000). Advertising in Tourism and Leisure. Oxford: Butterworth-Heinemann.</li> <li>4. Strutt, Peter. (2003). English for International Tourism: Intermediate Students’ Book. Essex: Longman.</li> <li>5. Wyatt, Rawdon. (2007). Check Your English Vocabulary for Leisure, Travel and Tourism (2nded.). London: A&amp;C Black Publishers Ltd.</li> </ol>



**UNIVERSITAS NEGERI SURABAYA  
FACULTY OF LANGUAGES AND ARTS  
ENGLISH LITERATURE STUDY PROGRAM**

**Document Code**

**LESSON PLAN**

Course	Course Code	Course Cluster	Credit (sks)		Semester	Compilation Date
English for Tourism		Tourism	T = 2	P = 0	5	February 20, 2023
<b>AUTHORIZATION</b>	<b>Lesson Plan Developer</b>		<b>Course Cluster Coordinator</b>		<b>Head of Study Programme</b>	
	Lina Purwaning Hartanti, S.Pd., M.EIL.		Lina Purwaning Hartanti, S.Pd., M.EIL.		Pratiwi Retnaningdyah, Ph.D.	
<b>Learning Outcomes (CP)</b>	<b>Programme Learning Outcomes (PLO) - Study Programme Imposed on Courses</b>					
	PLO 6	Being able to create sound academic or non-academic works both oral and written for various audiences and purposes.				
	PLO 7	Being able to demonstrate English language proficiency as indicated by an English proficiency achievement equivalent to minimum CEFR level B2.				
	PLO 8	Being able to demonstrate integrative and independent thinking, originality, imagination, experimentation, problem solving, ethical decision making, or risk taking in thought, expression, or intellectual engagement.				
	<b>Course Learning Outcomes (CLO)</b>					
	CLO 6.1	Being able to create dialogue, role play, and presentation about topics/issues in hotel, travel agent, and tour guiding.				
	CLO 6.2	Being able to design brochures and/or booklet on hotel, travel agent, and tour guiding.				
	CLO 7	Being able to communicate ideas, both orally and in written effectively.				
	CLO 8	Being able to demonstrate effectivity, originality and creativity when performing dialogue, role play, and presentation; and when designing brochures/booklet on hotel, travel agent, and tour guiding				
	<b>Lesson Learning Outcomes (LLO)</b>					
	LLO 1	Being able to choose appropriate terms related to hotel.				
	LLO 2	Being able to develop the ability to communicate effectively in English with guests from different cultural backgrounds.				
	LLO 3	Being able to design a creative hotel brochure.				
	LLO 4	Being able to apply English to effectively market and promote hotel.				

	LLO 5	Being able to apply the language used in the travel industry, such as terms related to ticketing, reservations, and customer service.																																																																														
	LLO 6	Being able to apply English to provide accurate information about travel destinations and services.																																																																														
	LLO 7	Being able to compose an informative itinerary.																																																																														
	LLO 8	Being able to communicate effectively with tourists in English.																																																																														
	LLO 9	Being able to apply the language and terminology necessary to provide accurate and informative tours.																																																																														
	LLO 10	Being able to describe the cultural context, historical context, and features of the places being visited.																																																																														
	LLO 11	Being able to choose appropriate answers and responses in English.																																																																														
	LLO 12	Being able to explain directions and instructions to tourists in English.																																																																														
	LLO 13	Being able to critically distinguish culinary tourism, ecotourism, and experiential tourism.																																																																														
	LLO 14	Being able to compose a creative and interactive virtual tour video.																																																																														
	LLO 15	Being able to respond to others' presentations in English using an appropriate manner.																																																																														
	<table border="1"> <thead> <tr> <th></th> <th>LLO 1</th> <th>LLO 2</th> <th>LLO 3</th> <th>LLO 4</th> <th>LLO 5</th> <th>LLO 6</th> <th>LLO 7</th> <th>LLO 8</th> <th>LLO 9</th> <th>LLO 10</th> <th>LLO 11</th> <th>LLO 12</th> <th>LLO 13</th> <th>LLO 14</th> <th>LLO 15</th> </tr> </thead> <tbody> <tr> <td>PLO6/CLO6</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td></td> </tr> <tr> <td>PLO7/CLO7</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> </tr> <tr> <td>PLO8/CLO8</td> <td></td> <td>V</td> <td>V</td> <td>V</td> <td></td> <td>V</td> <td>V</td> <td>V</td> <td>V</td> <td></td> <td></td> <td></td> <td>V</td> <td>V</td> <td>V</td> </tr> </tbody> </table>																	LLO 1	LLO 2	LLO 3	LLO 4	LLO 5	LLO 6	LLO 7	LLO 8	LLO 9	LLO 10	LLO 11	LLO 12	LLO 13	LLO 14	LLO 15	PLO6/CLO6	V	V	V	V	V	V	V	V	V	V	V	V	V	V		PLO7/CLO7	V	V	V	V	V	V	V	V	V	V	V	V	V	V	V	PLO8/CLO8		V	V	V		V	V	V	V				V	V	V
	LLO 1	LLO 2	LLO 3	LLO 4	LLO 5	LLO 6	LLO 7	LLO 8	LLO 9	LLO 10	LLO 11	LLO 12	LLO 13	LLO 14	LLO 15																																																																	
PLO6/CLO6	V	V	V	V	V	V	V	V	V	V	V	V	V	V																																																																		
PLO7/CLO7	V	V	V	V	V	V	V	V	V	V	V	V	V	V	V																																																																	
PLO8/CLO8		V	V	V		V	V	V	V				V	V	V																																																																	
<b>Brief description of the course</b>	This subject provides students with knowledge of hospitality, travel, and tourism related terms and develops students' ability to communicate effectively in English at a customer liaison level within the hospitality, travel, and tourism industry. It covers the knowledge and practical abilities related to hotel accommodations, travel agency, and tour guide. It also provides students with knowledge and practice of writing tourism advertising in the form of brochure/leaflet/booklet. All teaching learning activities are conducted through lecturing, small group discussion, presentation, role play, and project.																																																																															
<b>Study Materials: Learning Materials</b>	<ol style="list-style-type: none"> <li>1. Hotel terms</li> <li>2. Hotel reservation</li> <li>3. Check-in</li> <li>4. Check-out</li> <li>5. Making brochure</li> <li>6. Travel agency terms</li> <li>7. Making itinerary</li> <li>8. Tour guiding</li> <li>9. Culinary Tourism</li> <li>10. Ecotourism</li> <li>11. Experiential tourism</li> </ol>																																																																															

<b>References</b>	<b>Main Reference:</b>
	[1] Tourism handout (compiled materials).
	<b>Supplementary Reading:</b>
	[2] Dubicka, Iwonna., and O’Keeffe, Margaret. (2003). English for International Tourism: Pre-Intermediate Students’ Book. Essex: Longman. [3] Jones, Leo. (2001). Welcome!: English for the travel and tourism industry. Cambridge: Cambridge University Press. [4] Morgan, Nigel., and Pritchard, Annette. (2000). Advertising in Tourism and Leisure. Oxford: Butterworth-Heinemann. [5] Strutt, Peter. (2003). English for International Tourism: Intermediate Students’ Book. Essex: Longman. [6] Wyatt, Rawdon. (2007). Check Your English Vocabulary for Leisure, Travel and Tourism (2nded.). London: A&C Black Publishers Ltd.
<b>Lecturer(s)</b>	Lina Purwaning Hartanti, S.Pd., M.EIL. Silvy Cinthia Adelia, M.A.
<b>Course requirement(s)</b>	Indonesian Society and Culture, Academic Speaking

<b>Meeting</b>	<b>LLO</b>	<b>Assessment</b>		<b>Learning Mode, Learning Method, Assignment, [ Time Allotment]</b>		<b>Learning Materials [ References ]</b>	<b>Assessment Weight (%)</b>
		<b>Indicator</b>	<b>Criteria &amp; Form Written/Spoken</b>	<b>Offline</b>	<b>Online (synchronous/asynchronous)</b>		
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>	<b>(6)</b>	<b>(7)</b>	<b>(8)</b>
1	LLO 1. Being able to choose appropriate terms related to hotel.  LLO 2. Being able to develop the ability to communicate effectively in English with guests from	Make an effective role play of hotel reservation using good presentation skills.	Oral	Lecturing Discussion Role play [1 (2x50’)]	-	[1], [3]	5

	different cultural backgrounds.						
2 - 3	LLO 1. Being able to choose appropriate terms related to hotel.  LLO 2. Being able to develop the ability to communicate effectively in English with guests from different cultural backgrounds.	Make an effective role play of hotel check-in and check-out using good presentation skills.	Oral	Lecturing Discussion Role play [2 (2x50')]	-	[1], [3]	10
4 - 5	LLO 3. Being able to design a creative hotel brochure.  LLO 4. Being able to apply English to effectively market and promote hotel.  LLO 15. Being able to respond to others' presentations in English using an appropriate manner.	Design a creative hotel brochure using correct grammar. Present it effectively by paying attention to presentation skills. Respond to your friends' presentation using an appropriate manner.	Project	Discussion Group project-based learning [2 (2x50')]	-	[1], [3], [4]	25
6	LLO 5. Being able to apply the language used in the travel industry, such as terms related to	Make a role play related to travel industry including accurate	Oral	Lecturing Discussion Role play [1 (2x50')]	-	[1], [3]	5

	<p>ticketing, reservations, and customer service.</p> <p>LLO 6. Being able to apply English to provide accurate information about travel destinations and services.</p>	<p>information about travel destinations and services using good presentation skills.</p>					
7	<p>LLO 7. Being able to compose an informative itinerary.</p>	<p>Compose an informative itinerary using correct grammar.</p>	<p>Written</p>	<p>Group assignment [1 (2x50')]</p>	-	[1]	10
8 - 11	<p>LLO 8. Being able to communicate effectively with tourists in English.</p> <p>LLO 9. Being able to apply the language and terminology necessary to provide accurate and informative tours.</p> <p>LLO 10. Being able to describe the cultural context, historical context, and features of the places being visited.</p> <p>LLO 11. Being able to choose appropriate answers and responses in English.</p>	<p>Make role plays related to tour guiding including giving accurate information about tours, cultural context, historical context, features of the places, answering questions, and responding to requests using good presentation skills.</p>	<p>Oral</p>	<p>Lecturing Discussion Role play [4 (2x50')]</p>	-	[1], [2], [3], [5], [6]	10

	LLO 12. Being able to explain directions and instructions to tourists in English.						
12 - 14	LLO 13. Being able to critically distinguish culinary tourism, ecotourism, and experiential tourism.	Critically analyse the main features of culinary tourism, ecotourism, and experiential tourism portrayed in selected videos and articles using correct grammar.	Written	Discussion Group assignment [3 (2x50')]	-	[1]	10
15 - 16	LLO 14. Being able to compose a creative and interactive virtual tour video.	Compose a creative and interactive virtual tour video by paying attention to good presentation skills.	Oral	Individual project-based learning [2 (2x50')]	-	Final Assessment	25



## ASSESSMENT

### Project-based assignment



KEMENTERIAN PENDIDIKAN, KEBUDAYAAN, RISET DAN TEKNOLOGI  
UNIVERSITAS NEGERI SURABAYA  
FAKULTAS BAHASA DAN SENI  
JURUSAN BAHASA DAN SASTRA INGGRIS  
Kampus Lidah Wetan Surabaya, Gedung T4 Lidah Wetan Surabaya 60213  
Telp/Fax. (031) 7532192  
Laman : [fbs.unesa.ac.id](http://fbs.unesa.ac.id), Email : [bahasainggris@unesa.ac.id](mailto:bahasainggris@unesa.ac.id)

---

### UJIAN TENGAH SEMESTER GASAL 2021/2022

MATA KULIAH	: English for Tourism
KODE MATA KULIAH	:
JUMLAH SKS	: 2
PRODI/ ANGKATAN	: Sastra Inggris/2020
HARI/TANGGAL	: <u>Senin</u> , 13 October 2022
ALOKASI WAKTU	: 2 minggu
DOSEN	: Lina Purwaning Hartanti, M.EIL. Silvy Cinthia Adelia, M.A.

---

#### Instruction:

1. Make a group of 4-5.
2. Create a brochure regarding your tourism objects (hotel, attractions, tour package, culinary, or others) You can decide which type of brochure suits you the best.
3. You can also proceed using the itinerary that you have made before.
4. Make a presentation (maximum 15 minutes) about your brochure. Highlight the most important details that you think will attract the customer.

## Assessment Rubric

Category	Excellent 4 points	Good 3 points	Fair 2 points	Poor 1 points
<b>Organization</b>	The brochure has excellent formatting and very well organized information.	The brochure has appropriate formatting and well-organized information.	The brochure has some organized information with random formatting.	The brochure's format and organization of material are confusing to the reader.
<b>Ideas</b>	The brochure communicates relevant information appropriately and effectively to the intended audience.	The brochure communicates relevant information appropriately to the intended audience.	The brochure communicates irrelevant information, or communicates inappropriately to the intended audience.	The brochure communicates irrelevant information, and communicates inappropriately to the intended audience.
<b>Conventions</b>	All of the writing is done in complete sentences.  Capitalization and punctuation are correct throughout the brochure.	Most of the writing is done in complete sentences.  Most of the capitalization and punctuation are correct throughout the brochure.	Some of the writing is done in complete sentences.  Some of the capitalization and punctuation are correct throughout the brochure.	Most of the writing is not done in complete sentences.  Most of the capitalization and punctuation are not correct throughout the brochure.

<b>Graphics</b>	The graphics go well with the text, and there is a good mix of text and graphics.	The graphics go well with the text, but there are too many that they can distract the audience from the text.	The graphics go well with the text, but there are too few.	The graphics do not go with the accompanying text or appear to be randomly chosen.
-----------------	---	---	--	--

## Samples of Students' Project



**LUXURY LIKE NEVER BEFORE**

**Sheraton**  
HOTELS & RESORTS

**For Every Occasion**

Sheraton Hotel & Towers include a business center with conference rooms available to guests. While using various facilities such as bars, restaurants, and other services, we will assist you in realizing multiple celebrations, party or wedding. To make use of the amenities, we offer packages that are both affordable and flexible.

With the support of our staff, you can create a plan that will be remembered fondly.

**Warmest Welcome to Our Guests!**

**INTERNATIONAL ECO-HOTEL**  
Sheraton Surabaya Hotel & Towers is a 5-star hotel that has implemented Eco-Hotel Management with International certification.

**LOCATED AT THE HEART OF SURABAYA**  
Our hotel is situated at the city center, adjacent to Tunjungan Plaza, malls, corporate offices, and convention center.

**TAKING CARE OF YOU**  
In response to the COVID-19 pandemic, we commit to provide high standards implementation of cleanliness and services.

**YOUR SAFETY IS OUR PRIORITY**  
Our hotel has adopted safety management based on International Hazard Analysis Critical Control Point standards.

Jalan Embong Malang 25-31  
Surabaya, 60261 Indonesia  
[www.sheratonsurabaya.com](http://www.sheratonsurabaya.com)

## Main facilities:

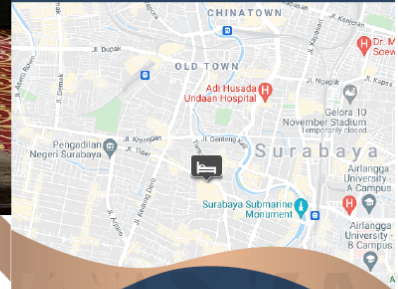
Our Sheraton Hotel & Towers provide a dazzling line of luxury concept with premium "5-star accommodations" facilities designed for businessperson and travelers.

-  348 Luxurious Bedrooms
-  300 Seater Ballroom
-  Swimming Pool
-  Complimentary Car Parking
-  Fitness & Spa
-  Buffet Restaurant



## Map Direction from Airport

Surabaya Juanda International Airport  
Continue to Jl. Tol Waru - Juanda, Follow Jl. Tol Waru - Juanda and Jl. Raya Pantura/Jl. Tol Surabaya - Gempol/Jl. Tol Surabaya. Take the Banyu Urip/Ps. Kembang/Tandes exit from Jl. Raya Pantura/Jl. Tol Surabaya - Gempol/Jl. Tol Surabaya - Porong. Continue on Jl. Banyu Urip. Take Jl. Tegalsari to Jl. Basuki Rahmat/Jl. Jenderal Basuki Rahmat in Kedungdoro.



## Appreciations We Got in 2020

06 September 2020  
Real Estate Personality of The Year



18 August 2020  
The 50 Best Companies



06 September 2020  
Best Mixed Use Development (Pakuwon Mall Superblock)



PREPAY & SAVE UP TO 30%!  
USE CODE: SHON26 FOR ONLINE RESERVATION. SAVE UP TO 50%!



Reservations  +62 31 5327788

 [www.sheratonsurabaya.com](http://www.sheratonsurabaya.com)

 [reservation@sheraton.com](mailto:reservation@sheraton.com)