

# English Conversational skills for Tourism and Social Interaction

100 marks

The course presents sample situations to make the students understand the peculiarities of conversational skills required for tourism. The students are expected to possess effective conversation skills to enhance their scope for employability.

## **Course Objectives:**

- 1) To introduce the basics of conversational skills.
- 2) To gain knowledge and understand the peculiarities of various situations.
- 3) To be able to initiate, sustain and end a conversation.

**Learning Outcomes:** On completion of this course students will be able to:

- 1) Gain proficiency in the practical communication skills on professional and commonplace situations.
- 2) Effectively communicate to serve a variety of purposes like persuading, demonstrating expertise or negotiating a business deal.

## **Course Contents:**

Besides teaching the basics of conversation skills, teachers are expected to provide examples of real-life conversations and draw learners' attention to common initiation strategies. Teachers can highlight aspects such as gender, culture and relationship between the conversation participants, and discuss how they influence the way conversations are initiated.

**Methodology:** Role Play, Extempore, Group discussion etc.

## **Sample Situations:**

- Introducing yourself & others
- Planning a vacation
- Calling for help
- Handling tourists
- Handling Complaints
- Guiding
- Giving your opinion
- Offering help
- Providing information about your city/ country

- Talking about weather
- Asking directions
- Changing plans
- Formal Conversation
- Organizing an event
- Telephone conversation
- Sales talk
- Marketing a product/service
- Hospitality
- Changing a customer order
- Formal greeting
- Introducing yourself & others
- Formal speeches

**Assessment:**

This course is a practical paper and the students shall be evaluated on their conversation skills under various situations through role play, extempore, group discussions etc.