



ENGLISH FOR TOURISM

Gartika Pandu Bhuana, M.Pd

Silpia Rahayu, M.Hum

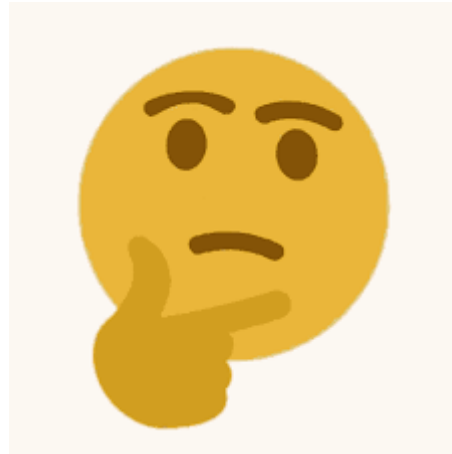


Description of the course

The learning materials

Tour Operator, Tour manager & Travel Agent

Why do we need to
learn this subject





- This course covers the use of English in tourism industry, especially hotel, tour guide, and travel
- This course will familiarize the students with some terms and expressions in tourism industry
- At the end, the students will be able to use the learned terms and expressions in communication both written or spoken.



- Know some terms and expressions in tourism industry
- Communicate well both spoken and written in English, especially in tourism industry



- ZOOM
- Google Classroom
 - A1: **utiw4xh**
 - A2: **zu44ydp**
 - A3: **gsy6ldg**
 - A4: **ghoingx**

Syllabus

Materials	
1	Introductory remark
2	Tour Guide, Tour Operator, Tour Manager
3	Itinerary + Brochure
4	Welcoming tourist + Giving information
5	Orientation and briefing + Guiding commentary on the way
6	Explaining safety + traditional food/Historical places
7	Closing the tour
8	MID TEST
9	Handling telephone
10	Reservation
11	Check in
12	At the hotel
13	Dealing with complaints
14	Check out
15	Review
16	FINAL TEST

Book SourceS:

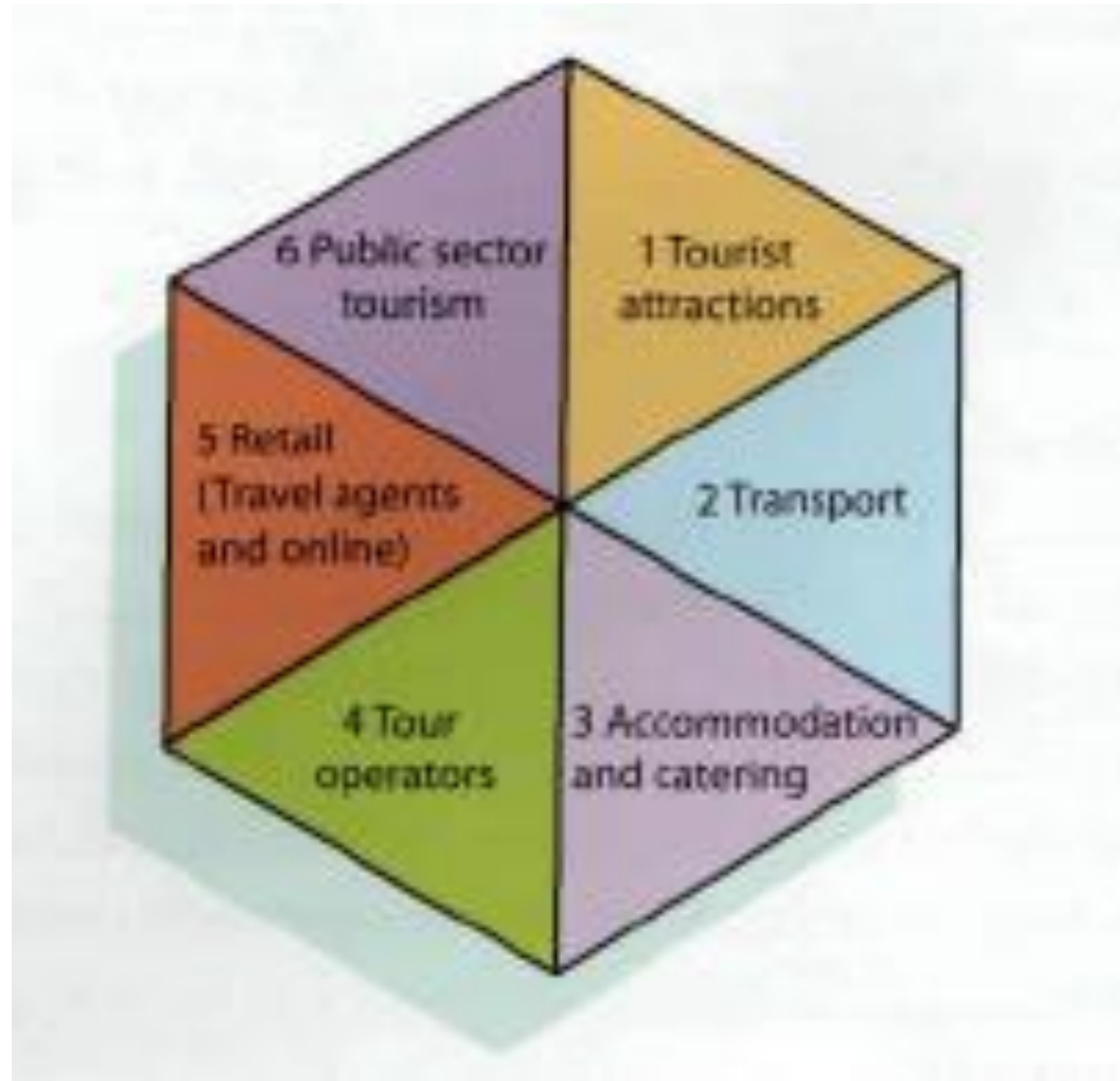


- Leo, Sutanto.2003. *English for Professional Accommodation Services*. Jakarta: Gramedia.
- Apsari, Y. 2018. *English for Tourism*. IKIP



TOUR OPERATOR TOUR MANAGER & TRAVEL AGENT

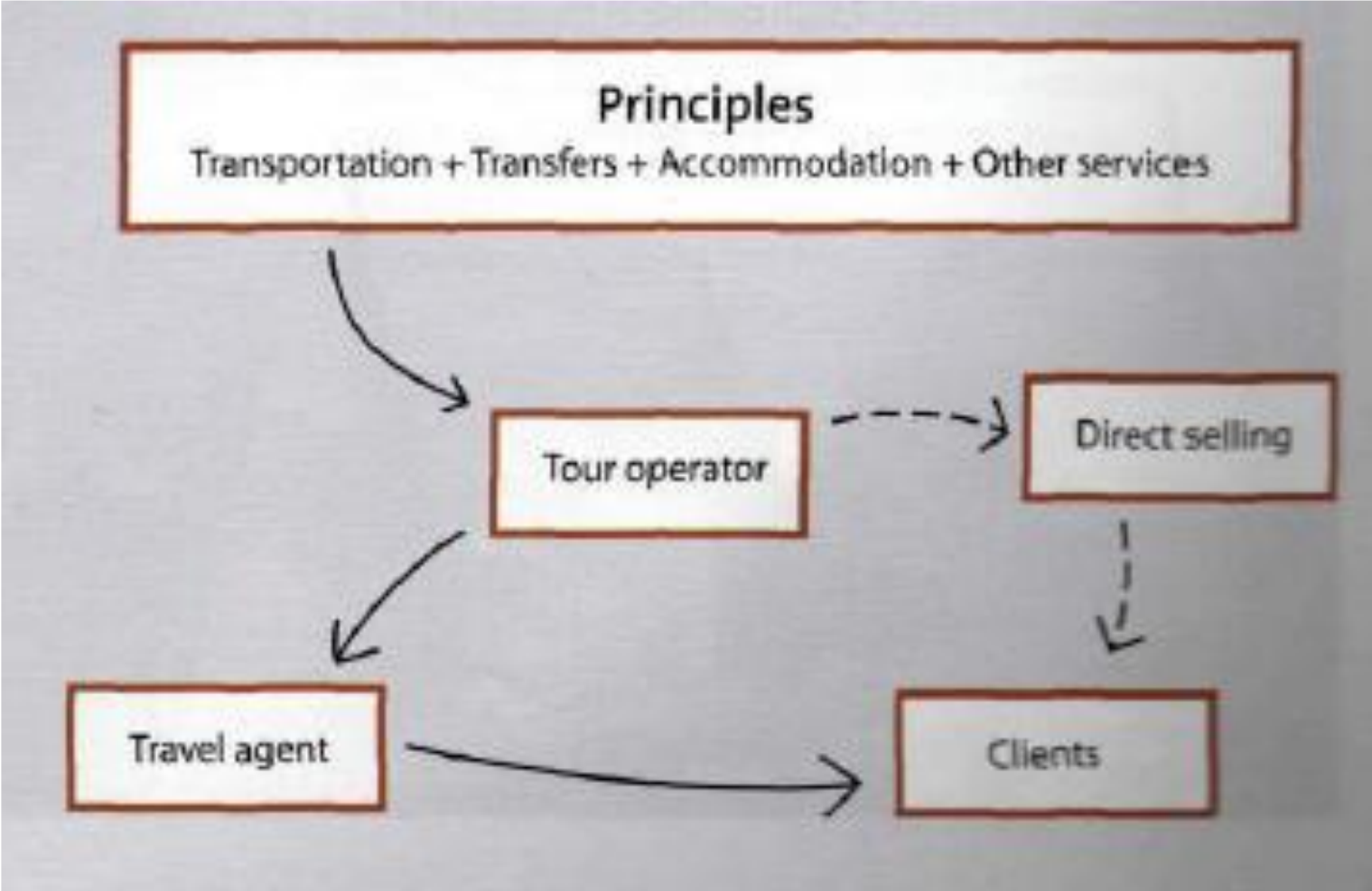
Tourism Sector



WHAT'S THE DIFFERENCE BETWEEN TOUR OPERATOR AND TRAVEL AGENT?



Tour Operator



Tour manager



V.S.

Tour Guide

Tour manager

A person who manages an itinerary on behalf of the tour operator, ensuring the program is carried out well as described in the list.

They are responsible for ensuring travel arrangements for holidaymakers run as smoothly as possible from the beginning to end, as well as providing them with practical support throughout the trip.

Tour Guide

A person who works in tour operator, who guides domestics and foreign tourist in the language of their choice for a fee, commission, or authority (Noya, 2016)



Mention some tour operators and travel agents in our city/country?

Thank you!

