



HAMZANWADI UNIVERSITY
FACULTY OF LANGUAGES, ARTS AND HUMANITIES
DEPARTMENT OF ENGLISH LANGUAGE EDUCATION

**Document
Code**

PBI-25

SEMESTER LEARNING PLAN (SLP)

COURSE		Course Code	Course Cluster	Credits		SEMESTER	Date
English for Tourism		PBI 6647	Kebahasaan (Skill)	T=2	P=0	6	1 Feb 2025
Authorization		Course Syllabus Developer		Course Cluster Coordinator		Coordinator of study program	
		(Siti Maysuroh)		(Siti Maysuroh)		(M. Adib Nazri)	
Program Learning Outcomes (PLOs)	Program Learning Outcomes (PLOs) Mapped to the Course.						
	CPL-1	Demonstrates religious values, upholds humanitarian principles, morals, and academic ethics, and integrates Islamic and NWDI values into linguistic, pedagogical, and professional practices grounded in social responsibility					
	CPL-3	Able to use general and academic English equivalent to B2 CEFR level orally and in writing for academic and professional communication effectively, accurately, critically, and adaptively in multicultural and digital environments at local, regional, and global levels.					
	CPL-4	Able to apply English for Specific Purposes (ESP) at B2 CEFR level to meet workplace, industry, and entrepreneurship needs based on English proficiency.					
	CPL-8	Able to collaborate, communicate effectively, demonstrate leadership, conduct self-reflection and self-evaluation, and take responsibility for individual and team performance in professional contexts.					
	Course Learning Outcomes (CLOs)						
	CLOs	● Use basic English expressions to receive and greet clients in tourism contexts.					
	CLOs	● Understand and explain transport information and read simple maps for tourism purposes.					
	CLOs	● Give clear and simple directions to tourists in different situations.					
	CLOs	● Describe tourism activities such as performances and tours using basic English.					
	CLOs	● Explain costs, services, and basic travel information to clients.					
	CLOs	● Perform standard procedures in tourism services (airport check-in, hotel check-in/check-out, and hotel services).					
CLOs	● Communicate effectively in common tourism services (money changer, car rental, telephone, and meeting clients).						
CLOs	● Demonstrate practical tourism communication skills through tour guiding or tour practice.						

	Sub-Course Learning Outcomes (Sub-CLOs)	
	Sub-CLOs	Students are able to use basic English expressions to serve tourists (greeting, offering help, handling clients).
	Sub-CLOs	Students are able to provide and explain travel information (schedules, routes, costs, and tourism services).
	Sub-CLOs	Students are able to handle travel agent services (ticket, hotel, and tour package booking).
	Sub-CLOs	Students are able to give directions and explain locations using maps.
	Sub-CLOs	Students are able to describe tourist attractions, itineraries, and tour activities.
	Sub-CLOs	Students are able to communicate professionally in tourism services (hotel, transportation, money changer, etc.).
	Sub-CLOs	Students are able to handle tourists' questions and complaints appropriately.
	Sub-CLOs	Students are able to perform integrated tourism service and tour guiding practice.
Course description	This course develops students' English skills for the tourism industry, focusing on Travel Agent, Tourism Services, and Tour Guiding. Students will learn to greet and assist clients, provide travel information, handle bookings, explain costs, and give directions. They will also practice describing attractions, presenting itineraries, and conducting guided tours. Through role plays, simulations, and tour practice, students will gain confidence and professionalism in communicating with international tourists.	
Learning material	• Greeting and receiving clients in tourism contexts • Booking and handling travel arrangements (tickets, hotels, tour packages) • Explaining travel schedules, routes, and costs to clients • Understanding and explaining travel documents (passport, visa) • Providing transport information and reading/interpreting maps • Giving directions clearly and accurately • Handling hotel services (check-in, check-out, facilities) • Managing common tourism services (car rental, money changer, telephone) • Creating simple tourism brochures and promotional materials • Introducing and describing tourist attractions • Explaining itineraries and tour programs • Leading tours and guiding groups • Handling tourists' questions and complaints professionally • Performing integrated tour guiding practice (simulation of real tour scenarios)	
References	Primary source/core textbook	

		• <i>English for the Travel and Tourism Industry</i> – Evan Frendo, Pearson, 2013					
		Additional learning resource :					
		1. <i>English for International Tourism</i> – Miriam Jacob & Peter Strutt, Longman, 2002 2. <i>English for the Hotel and Tourism Industry</i> – Rosemary Richey, Routledge, 2010 3. Online tourism materials (brochures, travel websites, blogs) 4. Audio/video simulations of travel agent, hotel, and tour guide interactions					
Lecturer		Siti Maysuroh					
Prerequisite		-					
week -	Sub-Learning Outcomes (Sub-CLOs)	Assessment		Learning Experiences		References	Weight (%)
		Indicators	Criteria and Type Evaluation	Offline	Online		
(1)	(2)	(3)	(4)	(5)	(6)	(2)	(3)
1	Students are able to understand course objectives and learning outcomes	Explain course objectives	Participation / Quiz	Orientation, syllabus discussion		Frendo (2013), Jacob & Strutt (2002)	2
2	Students are able to use basic English expressions to greet and assist clients	Correct use of greetings and expressions	Observation / Rubric: Clarity, Politeness, Fluency	Role-play greetings, dialogues		Frendo (2013), Richey (2010)	5
3	Students are able to handle bookings for tickets, hotels, and tour packages	Accurate booking info, proper sequence	Performance Assessment / Checklist	Simulation exercises, filling booking forms		Frendo (2013), Jacob & Strutt (2002)	5
4	Students are able to explain travel schedules, routes, and costs	Correctly explains schedules and costs	Written / Oral Test: Accuracy and Completeness	Reading itineraries, dialogues		Frendo (2013), Online travel guides	5
5	Students are able to Explain travel documents clearly	Correct document explanation	Knowledge Test: accuracy, relevance	Document review, group discussion		Jacob & Strutt (2002)	5

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Acknowledged by,

Coordinator,



M. Adib Nazri, M.Pd.

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