Project 3 (20%) 6 students/group

Presentation title- “How effective is the level of English for tourism in the \_\_\_\_\_\_\_\_\_\_\_\_\_hotel, Bangkok?”

We will go on a second trip to a local hotel in Bangkok. After the trip, you are required to create a presentation (due in the final class) titled;

“How effective is the level of English for tourism in the \_\_\_\_\_\_\_\_\_\_\_\_\_hotel, Bangkok?”

You must investigate the style of language used by staff of the hotel with the customers. You will be the customers on this day and you will analyse the level of the English effectiveness in any of the following departments (by asking questions or interacting with staff);

* 1. Staff in the reception
  2. Staff in the restaurant who serve food (waiters, waitresses, chefs etc)
  3. Other staff in the hotel (concierge, porters, fitness staff etc)

The trip will feature a buffet lunch at the hotel, which you will have to pay for where you will also have to take note of the level of English used by the restaurant staff. (We will get a discounted price by booking in advance with the eatigo app). Sign in and sign out will be required on this day which will form part of your grade.

The presentation, based directly on your results from the hotel trip, should be around 10-15 minutes long. In it, you will summarise your findings from the hotel trip, summarising the overall strengths and weaknesses of the various hotel staff at the hotel. You may consider their;

1. English level
2. Politeness
3. Tone of voice
4. Variety of language
5. Situation
6. Anything else that you consider relevant

Try to take note of any examples of language used from your trip with written notes or otherwise in order to use them in your presentation. Try to make your presentation interesting and informative.

Scoring:

Your score (out of 20) will be based on;

Creativity, presentation skills, relevance, team work and effort.

You will be a given a score out of 10 as a group, which will be multiplied by 2 to give you an overall score **out of 20**.

Please note

As the hotel will have guests staying there, it is important that you are respectful and dress smartly. You are representing the university on this day, so it is essential that you act appropriately and do not cause problems for hotel staff or guests. Please do not hang around in large groups, apart from when we eat lunch, and give priority to the guests (such as in queues and in the reception).