



CERTIFICATE IN ENGLISH FOR TOURISM & HOSPITALITY MANAGEMENT (CETHM)



About the Course

Certificate in English for Tourism & Hospitality Management Executives (CETHM) is a skill-based course designed specifically for tourism professionals.

Lessons are based on real life situations of tourism and hospitality contexts. The programme will be conducted by a well-qualified teaching faculty.

For whom:

- Reservation officers
- Hotel managers/ Stewards
- Guest relations officers
- Front office executives
- Receptionists
- Those interested in working for hospitality and tourism industry
- Students majoring tourism and hospitality management programs

Course Objectives

To develop the communication skills in English of tourism professionals in various capacity with specific focus on listening, speaking, reading, writing, grammar and vocabulary in the key components of Tourism & Hospitality industry in order to communicate effectively in a tourism and hospitality work environment.

Course content

- ✓ **Meeting skills**
- ✓ **Customer service skills**
- ✓ **Telephone etiquette**
- ✓ **Tour guiding skills**
- ✓ **Inter-communication skills**
- ✓ **Presentation skills**
- ✓ **Business letter writing**
- ✓ **Interview skills**

Learning Outcomes

At the end of the course, the students will be able to

- communicate effectively in both writing and orally in a variety of English speaking environment in the tourism industry.
- acquire vocabulary, grammar, idiomatic expressions and abbreviations, etc. of tourism industry and use them effectively in different tourism contexts.
- comprehend diverse accents of both native and non-native speakers of English and respond to them appropriately in different contexts of the tourism industry.
- read and interpret a variety of tourism related texts accurately and respond unambiguously.

Teaching & Learning

Teaching and learning will be facilitated with audio and video sessions. More emphasis will be placed on listening and speaking skills.

Students will be provided with real life situations in the teaching and learning process.

Learning methods

- ✚ Lectures
- ✚ Pair work
- ✚ Roleplay
- ✚ Group discussion
- ✚ Presentation

Entry requirement:

An ordinary pass in English at the GCE O/L examination or one year work experience in the tourism industry, and the required score at the Placement Test.

Duration of Course:

Approximately **60** contact hours,
(15 Sessions on weekends).

Days & Times of Sessions

Each session is of 4 hour duration. Classes will be held during weekends. Students can select any session (depends on the number of candidates) according to their convenience.

1. **Sunday: 8.a.m. – 12.15p.m. or
1p.m. – 5.15p.m.**

Course Fee: Rs. 30,000.00 (local)
Rs. 50,000.00 (foreigners)

Application procedure

An application fee of Rs. 1000.00 should be paid to the collection account of University of

Colombo A/C No: **304027000019** at any branch of the People's bank. On submitting the bank receipt an application form is made available to personal callers only from the DELT.

Admission Procedure:

Candidates will be selected to the course based on the performance at the placement test held before the commencement of the course. It is mandatory that all those selected are expected to follow the preliminary level.

How to Apply

Duly completed application forms, together with necessary documents and a self-addressed stamped, long envelope should be sent by post to reach

**The Coordinator (CETHM)
Department of English Language Teaching
(DELT)
University of Colombo
Colombo 3**

**Telephone: 011 2506705/ 0778150117
Fax: 011 2506705
Web: <http://arts.cmb.ac.lk/delt>**

Important

Incorrectly filled application forms, application without the required documents and delayed applications will not accepted.

Certification:

Certificate in English for Tourism & Hospitality Management will be awarded to those who successfully complete the course obtaining minimum 50% of marks in all three components of the examination, i.e., Speech, Listening and the Final examination (Reading and Writing).

For further information, please contact:

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