



# Syllabus

## Second Semester Courses in French

### 2023-2024

Contents:

- Syllabus for Skill Enhancement Course (SEC)

UAFRE4501SE1 French for Hospitality Industry

- Evaluation and Assessment guidelines

PRINCIPAL  
ST. XAVIER'S COLLEGE  
AUTONOMOUS  
MUMBAI - 400 001.

**APPROVED SYLLABUS**



Title: French for Hospitality Industry

Credits: 2 (Total 30 hours)

**Course Objectives:**

1. To familiarize a student with the vocabulary needed in the Hotel and Tourism industry
- 2 To hold formal conversation at the reception over the phone or while helping guests at the restaurant, how to use formal greetings and salutations
- 3 To prepare and explain an Indian menu for a French clientele
- 4 To handle enquiries and complaints from the guest
5. To familiarize a student with different types of Tourism
6. To hold conversation with tourists explaining itinerary, describing sites, monuments, culture and history
7. To prepare itinerary, promotion material for a French clientele
8. To understand cultural differences

**Course Outcomes (COs):**

CO No.	Course Outcomes	PSOs Addressed	Cognitive Level
CO 1	Student has vocabulary of A2 level related to Tourism and Hotel industry	1,2,3,4	K.U
CO 2	Student can speak in given situation, narrate in past present and future, is comprehensible to a native interlocutor for ex. hotel reservations, explaining services offered by the hotel or the restaurant, addressing client queries,, explaining different dishes, booking tickets, tourist guide commentary, helping tourists, describing a site, speaking of culture.	1	U, R, Ap
CO 3	Student can understand a simple conversation on a specific topic related to hotel or restaurant spoken by both native or non- native speaker for ex. understanding needs, requirements of tourists, solving their queries, questions	2	U, R, Ap
CO 4	Student can read documents related to tourism and hotel industry in French . Reservation forms, brochures, menu cards, tariff cards Itinerary, visa forms	3	U, R, Ap, An
CO 5	Student is able to fill forms write a menu, a tour itinerary, hotel and travel correspondence, travel brochures, publicity promotion material in French	4	U, R, Ap, C
CO 6.	Understand cultural diversity and culture specific needs of the tourists	6	U, Ap

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Unit 1

(15 lectures)

**Hotel and Restaurants**

Réservation des chambres, annulation, à la réception  
Reservations cancellations attending phone calls  
Reserver une table faire s'asseoir un client  
Reserving table in the restaurant getting a guest seated at his table  
Remplir les fiches d'hotel  
Different types of forms to be filled at the reception  
Les services offerts  
Different services offered by the hotel  
Le client se plaint ou demande  
Handling enquiries and complaints  
Préparer le menu  
Preparing an Indian menu for a French clientele  
Recommander un plat ou une boisson  
Recommending dishes and drinks to the guest

Unit 2

(15 lectures)

**Types of Tourism and its Promotion**

Guide Touristique Promotion of tourist sites  
Types of tourism  
Commentaire touristique  
Travel related documents  
Publipostage, posters mail correspondence for promotion of tours  
Flyers Brochures, depliants  
Preparing an itinerary

List Of Recommended Reference Books

1. Corbeau S., Dubois C., (2006), Hotellerie – Restauration.com, 2<sup>nd</sup> edition, CLE International
  2. Corbeau S., Dubois C., (2006), Tourisme.com, 2<sup>nd</sup> edition, CLE International
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Evaluation (SEC): Total marks per course – 50

- I. Formative Assessment 'for' Learning (continuous internal assessment - CIA to improve learning).  
CIA- 20 marks  
Listening ability and spoken skills
- II. Summative Assessment 'of' Learning (focus on outcomes, quantitative data for outcomes of instruction).  
End Semester Examination – 30 marks  
2 questions of 15 marks each on each of the Units  
Sub questions and internal choice will be given

Template for courses End Semester examination in Semester II for the Skill Enhancement course

UNITS	KNOWLEDGE	UNDERSTANDING	APPLICATION and ANALYSES	TOTAL MARKS- Per unit
1	05	03	07	15
2	05	03	07	15
-TOTAL - Per objective	10	06	15	30
% WEIGHTAGE	30%	22%	48%	100%

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