



FAKULTI PENGURUSAN DAN INDUSTRI HALAL

PROGRAM	Diploma in Tourism Management
COURSE NAME	TOURISM COMMUNICATION 1
COURSE CODE	DTS 3012
CREDIT HOUR	2
SYNOPSIS	Focuses on speaking skills to develop the ability to communicate effectively and confidently. It is designed to provide students with useful expressions that can be used in a wide variety of social interactions and situations. It also provides students with an opportunity to participate in-group discussions.
COURSE STRUCTURE	
CHAPTER	TOPICS
1	Basic Conversation 1.1 Explain how to greets customers 1.2 Explain how to make self-introduction 1.3 Describe when is suitable to inquiring and telling time 1.4 Explain how to tell short story
2	Host and Guest Communication 2.1 Explain what host and guest communication is 2.2 Inviting guest 2.3 Explain how to give directions 2.4 Greeting and thanking guests 2.5 Describing menu 2.6 Explain how to conveying unpleasant news 2.7 Bidding farewell
3	Social Interactions 3.1 Asking and showing direction 3.2 Discussing general matters 3.3 Acknowledging mistakes 3.4 Talking about like and dislike 3.5 Showing past experiences 3.6 Apologizing 3.7 Asking for help or favor



4	Telephone Conversation 4.1 Explain the role of receptionists 4.2 Explain how to make appointments and reservation 4.3 Describe how to ask and give information 4.4 Requesting payment techniques 4.5 How to decline request
5	Oral Presentation 5.1 Student plan and organize an oral presentation 5.2 Explain how student can make a good presentation 5.3 Use appropriate visual aids to enhance presentations 5.4 Explain how student can demonstrate verbal and nonverbal skills 5.5 Showing example of good presentation 5.6 Explain how student should handle the question and answer session confidently and professionally 5.7 Each student give their presentation about their project 5.8 Discussing and commenting on their performance during presentation 5.9 Explain how they can improve themselves
References:	1. Young & Kathryn Sue (2020). Business and Professional Communication : A Practical Guide to Workplace Effectiveness (2nd). Waveland Pr Inc. (US)