

PARUL UNIVERSITY
FACULTY OF ARTS
M.A. Summer 2017 – 18 Examination

Semester: 1**Subject Code: 15202131****Subject Name: English for Tourism and Socialization****Date: 06/06/2018****Time: 10.30 am to 1.00 pm****Total Marks: 60****Instructions:**

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

Q.1 Do as directed.

A. Read the given passage and follow the instructions

(08)

Much networking is goal directed. You want something in your life, and you go out and network to find that thing, be it a lover, a friend, a job, a service or a product. There is more to life than goal directed networking, however. It is also important to just be with people sometimes. Socialization involves being with and a part of other people; enjoying their company, confiding in them or letting them confide in you, and working together towards shared goals. Going to church, joining a club or group, chatting on line, calling a friend on the phone, or hanging out with friends are all means of socialization. These are the activities that banish loneliness feelings and promote the sense of safety, belonging and enjoyment that helps people to feel secure.

Being able to socialize well is one of the main reasons that having good social skills is important. If you have social skills, you will have an easier time socializing and you will more easily enjoy the benefits of having healthy caring relationships with others:

- you feel a part of something larger than yourself (a church, a lodge, a club, a group)
- you are supported in various ways when you need support
- you have people to spend time with and do things with. This wards off loneliness and provides entertainment and distraction from pain.
- you feel wanted, included and cared for
- you have a place to confide your secrets or to share ideas and feelings

Time spent socializing can help build your confidence (or at least keep it from sinking lower), strengthen your sense that life has meaning and purpose, raise your spirits and confidence and help protect you against the effects of stress and loss.

Since socialization really just boils down to spending time with other people you care about or whom are engaged in something you care about, there are numerous ways you can increase your socialization:

- Initiate interactions with friends and family. Call friends or family members and talk or chat, or invite them to spend time with you. Have a party, exercise together, eat at a restaurant or just hang out. If your schedule is too busy to allow for this sort of thing, then change your schedule to open up a little time.
- Introduce yourself to neighbors and other people you come into contact with frequently. Say hello when someone walks by and ask how they are doing.
- Join groups. Participate in religious services, civic groups, service groups, hobby groups, exercise groups, gyms, and similar sorts of community groups. Take a class that interests you. Regular attendance is important; it takes a while before people sense that you're no longer a stranger.

- Advertise yourself. Create a profile on a dating website, or describe your plight anonymously on a free classifieds service like Craigslist (where interested people can email you anonymously).

Private or shy people who struggle with loneliness issues often find it a challenge to increase their socialization because of intense feelings of anxiety or self-defeating beliefs. Such people should consult our sections on changing behaviors and thoughts and on changing moods above where methods for overcoming social anxiety such as cognitive restructuring and relaxation are provided.

Read the passage and prepare variety of objective type questions like match the following, multiple choice questions, fill in the blanks, true-false-not given, etc... of eight marks for students as a part of open book class test. Each item carries half mark.

B. Explain the terms given below.

(07)

1. Tourism
2. Package holiday
3. Pilgrimage
4. Tourist motivation
5. Sales Process
6. consultant
7. Marketing process in tourism

Q.2 Answer the following questions in brief.

A. Match the following. Choose one line from each column to make mini dialogues.

(04)

Note: If your answer to 1. In Column A is X in Column B and Y in Column C then write your answer as “1 – X – Y” in your answer book. No need to write dialogues.

Person A	Person B	Person A
1 - I'm James, by the way	A - Jitterbug Software. We make computer games.	A – Well, let's hope the shuttle comes soon!
2 – So, what company are you with?	B – I think so! I need to go there too.	B – We're based in Birmingham
3 – Where are you based?	C – No, never. I'd like to go there one day though.	C – Thanks. I really need a break!
4 – When did you get here?	D – Nice to meet you. I'm Susan.	D – I arrived late last night
5 – So, are you working on one of the stands?	E – Just this morning. What about you? When did you come?	E – You should if you get the chance. It's very beautiful
6 – Excuse me, do you know if this is the bust stop for the trade fair?	F – In Linz, in Austria. And your company?	F – Me too
7 – Do you mind if I join you?	G – No, not at all. Take a seat.	G – Ah, OK. I think I know the name.
8 – Have you ever been to Switzerland?	H – No, I'm just here to look around.	H – Nice to meet you too.

- B. The travel and tourism industry has different sectors. Match the descriptions 1 - 4 below with the appropriate sector mentioned in column B . (04)

	Column A		Column B
1	People or companies that organize and assemble the different parts of a holiday or tour	a	Retail (travel agents and online)
2	Places to stay, such as hotels, and the food and services that are provided there	b	Transport
3	Government organizations that promote and develop tourism	c	Accommodation and catering
4	Ways of travelling between different places, such as trains and airplanes	d	Tour operators
		e	Tourist attractions
		f	Public sector tourism

- C. Based on your reading of the passage given in Q. 1. (A) prepare assignment where students have to utilize their functional English skills. Prepare an assignment where students have to visit people from home to home and interact. What do you expect students to learn by completing this assignment? (04)

OR

- C. Based on your reading of the passage given in Q. 1. (A) prepare assignment where students have to utilize their functional English skills. Prepare an assignment where students have to go to public places like garden, railway station, etc... What do you expect students to learn by completing this assignment? (04)

Q.3 Answer the following questions.

- A. Present your views on ‘Role of English in Socializing’ in around 150 words. (05)
- B. Prepare (a) radio jingle of 30 words and (b) newspaper advertisement of 30 words where you have to show an importance of English language in Socializing. (05)
- C. Description: There is an international non government organization (NGO) working for social welfare of rural areas of Florida, USA. The assignment has been outsourced to NGO in India. You are asked to teach course of ‘English for Socializing’ for 20 hours, divided in two crash courses of 10 hours each to the employees of this NGO so that they can be able to work in rural areas of Florida. (05)

Decide and write down topics to be taught in first crash course of 10 hours. Discuss the rationale behind selecting these topics

OR

- C. For the description given in Q.3.C. Prepare outcome based syllabus for second crash course of 10 hours. Discuss at least two classroom activities which you will conduct to make them learn functional English. (05)

Q.4 Answer the following questions in detail

- A. As an ESP teacher you are asked to conduct teachers’ training on English for Tourism. You are asked to share six innovative ways of teaching English to the students of Diploma in Tourism. Write these six innovative ways. (06)
- B. Write a passage of around 250 words on “Role of English in Tourism” (06)

- C. Case A: Coming from Europe, I'm used to being offered a cup of coffee or tea when I visit someone at their company, perhaps a juice. But I was astonished to arrive at a business colleague's office in Delhi and find a full lunch waiting for me. Have you ever heard of such a thing? I'm not complaining, of course; the food was delicious. Mind you, I don't know what we'll do if the Indian colleagues ever visits us! (06)

Discuss different aspects of English for Tourism with reference to the given case.

OR

- C. Case B: When you visit someone in a hierarchy-obsessed culture like Japan, it's very easy to tell exactly how important you are to them. Does your counterpart introduce you to her colleagues? Ok, not too bad. Does she introduce you to her boss? All right, you can't be that unimportant. And her boss's boss – well, clearly you're someone they're very interested in! But if she doesn't introduce you to anyone, well, that's definitely a bad sign. Japanese people love making introductions!

Discuss different aspects of English for Socializing with reference to the given case.