

*Placed at the meeting of  
Academic Council  
held on 26.03.2018*

**APPENDIX - D**  
**MADURAI KAMARAJ UNIVERSITY**  
*(University with Potential for Excellence)*

**B.Sc., HOTEL MANAGEMENT**  
**PART II – ENGLISH 1 (CREDITS 3)**  
**COMMUNICATIVE ENGLISH – I**

**Objectives:**

- **To impart knowledge about the basic grammar**
- **To get practiced to write sentences without grammatical mistakes.**

**UNIT I**

**Grammar I**

Parts of speech – An introduction (Subject, Verb, Adjectives, Adverb, Pronoun, Preposition, Conjunction, Interjection.

Articles, Tenses, Voices (Active and Passive voices)

**UNIT II**

**Grammar II**

Common errors in English

1. Using conditional clauses
2. Nouns
3. Subject and Verb agreement
4. Articles & Prepositions

**UNIT III**

**Comprehension:**

**reading, close activities, unknown passages, tables, Charts and graphs**

**UNIT IV**

**Composition**

Precise writing – Note making – developing the hints – usage of punctuations.

Paragraph writing, Essay writing, story construction, defining the proverbs.

**UNIT V**

**Conversation Practice**

At Front desk – At rooms – while travelling – at restaurant

**Books recommended:**

1. English grammar and composition – Mc Milan.
2. Functional grammar and spoken and written common in English ELT OBS

3. Communication skills 1 and 2 – Mainspring publishers
4. Lets speak English fluently and accurately – Dr. C. Rajappan – NCBH publications

## **PART II: ENGLISH - II (CREDITS 3) COMMUNICATIVE ENGLISH – II**

### **Objectives:**

- To impart knowledge in communication in English, preparation of resume and report writing.

### **Unit I : Communication and language skills**

Barriers of communication – overcoming the barriers, listening barriers, guidelines for effective listening. Listening, speaking, reading and writing

### **Unit II**

#### **effective speaking**

English or restaurant & hotels, polite and effective enquires and responses, addressing a group – Essential qualities of a good speaker. Delivering the speech, pronunciation, importance of speech in hotels

### **Unit III**

#### **Using the telephone**

The nature of telephone activity in the hotel Industry – the need for developing the telephone skills

### **Unit IV**

#### **Job search**

Planning the search for career employment/ preparing resume / applying for the job. Interview guidelines and performances.

### **Unit V**

#### **report writing**

Definition – types of reports, writing the report/ specific report, writing tasks relevant to hotels such as (a) Important proposals (Rearrangements, expansions, refreshing etc., (b) Disputes brawls mishaps complaints.

### **Books recommended:**

1. Rajendrapal&Korlahalli J.S- Essentials of business – English. Correspondance – Sultan chand & sons.
2. Rc publications – Ramesh M.S and Pattanshetty – Effective business – English – Correspondence.
3. Monipally and Bahl – Basic Business Correspondence.
4. Business communication, Juneja and Aarati, Orient Blackswan.