

Course Description					
Name	Code	Semester	T+A Hour	Credit	ECTS
PROFESSIONAL ENGLISH II	HVY2212138	Spring Semester	4+0	4	4
<b>Prerequisites Courses</b>					
<b>Recommended Elective Courses</b>					
<b>Language of Instruction</b>	English				
<b>Course Level</b>	First Cycle (Bachelor's Degree)				
<b>Course Type</b>	Required				
<b>Course Coordinator</b>	Lect. Onur KAVAK				
<b>Name of Lecturer(s)</b>	Lect. Burcu ALTUN GÜNAY				
<b>Assistant(s)</b>	Lecturer Burcu GÜNAY				
<b>Aim</b>	Enabling students to use professional terminology, analyze written documents, improve oral communication system.				
<b>Course Content</b>	This course contains; The Stages of Flight ,Preflight Briefing (the importance of preflight briefing and examples of non-routine operations),Preflight Duties 1 (the duties that must be done before the flight),Preflight Duties 2 (the duties that must be done before the flight),Preflight announcement details and the purposes of the announcements,The Safety Demonstration (Important things that the passengers learn during the announcements& demonstrations),En Route Duties 1, En Route Duties 2 (duties on board while flying),Approach 1 & Approach 2 (The announcements before landing containing the rules for the passengers to follow),Arrival & Post Flight Duties (Warnings that flight attendants give passengers during approach and landing & the things that flight attendants need to do after the passengers deplane),Between Flights (The things that people do between flights during layovers),Passengers 1 & Passengers 2 (The things that the rude passengers do and the ways to deal with these & Different types of passengers),Interviews & Training (The characteristic features of a good flight attendant & the things that the flight attendants learn during the training),Relocations and Bases & Reserve Duty (The reasons for relocations and their difficulties & the details of reserve duties),Schedules & Biding (the reasons for dropping trips and information included on a bid sheet).				
<b>Course Learning Outcomes</b>			<b>Teaching Methods</b>	<b>Assessment Methods</b>	
1. will be able to use English terminology at the pre-intermediate level regarding Aviation and Cabin Services.			10, 16, 9	A	
1.1. identify English terms used in all relevant areas of Aviation and cabin services at the pre-intermediate level.			15, 16, 9	A	
1.2. identify concepts at the pre-intermediate level of English used in Aviation and cabin services			10, 16, 9	A	
2. will be able to follow literature related to Aviation and cabin services at the pre-intermediate level of English.			15, 16, 9	A	
2.1. interpret writings in the pre-intermediate level of English.			10, 16, 9	A	
2.2. express herself/himself orally or in writing related to the field of Aviation and Cabin Services in the pre-intermediate level of English.			10, 16, 9	A	
3. will be able to communicate with the stakeholders in English.			10, 11, 16, 9	A	
3.1. adapt Aviation and cabin services concepts in English to professional life.			10, 11, 16, 6, 9	A, H	
3.2. debate the successes, experiences and problems in Aviation and cabin services field with relevant sectors in English.			10, 16, 8, 9	A	
4. will be able to use English terminology at the pre-intermediate level regarding Aviation and cabin services in professional life and academic studies.			10, 16, 9	A	
4.1 use English terminology at the pre-intermediate level regarding Aviation and cabin services in professional life and academic studies.			10, 16, 9	A	
4.2 express herself/himself in English at international conferences/meetings in Aviation and cabin services field			10, 16, 9	A	
5. will be able to exhibit professional English skills after graduation			10, 16, 9	A	
5.1 exhibits performances in multidisciplinary studies.			10, 16, 9	A	
5.2 defends ethical values regarding the field.			10, 16, 6, 9	A	
<b>Teaching Methods</b>	10: Discussion Method, 11: Demonstration Method, 15: Role Play and Drama Technique, 16: Question - Answer Technique, 6: Experiential Learning, 8: Flipped Classroom Learning, 9: Lecture Method				
<b>Assessment Methods</b>	A: Traditional Written Exam, H: Performance Task				
<b>Lecture Schedule</b>					
<b>Sequence</b>	<b>Topics</b>	<b>Preliminary Preparation</b>			
1	The Stages of Flight	Studying the related unit in the course material			
2	Preflight Briefing (the importance of preflight briefing and examples of non-routine operations)	Studying the related unit in the course material			
3	Preflight Duties 1 (the duties that must be done before the flight)	Studying the related unit in the course material			
4	Preflight Duties 2 (the duties that must be done before the flight)	Studying the related unit in the course material			
5	Preflight announcement details and the purposes of the announcements	Studying the related unit in the course material			
6	The Safety Demonstration (Important things that the passengers learn during the announcements& demonstrations)	Studying the related unit in the course material			
7	En Route Duties 1, En Route Duties 2 (duties on board while flying)	Studying the related unit in the course material			
8	Approach 1 & Approach 2 (The announcements before landing containing the rules for the passengers to follow)	Studying the related unit in the course material			
9	Arrival & Post Flight Duties (Warnings that flight attendants give passengers during approach and landing & the things that flight attendants need to do after the passengers deplane)	Studying the related unit in the course material			
10	Between Flights (The things that people do between flights during layovers)	Studying the related unit in the course material			
11	Passengers 1 & Passengers 2 (The things that the rude passengers do and the ways to deal with these & Different types of passengers)	Studying the related unit in the course material			
12	Interviews & Training (The characteristic features of a good flight attendant & the things that the flight attendants learn during the training)	Studying the related unit in the course material			
13	Relocations and Bases & Reserve Duty (The reasons for relocations and their difficulties & the details of reserve duties)	Studying the related unit in the course material			
14	Schedules & Biding (the reasons for dropping trips and information included on a bid sheet)	Studying the related unit in the course material			

**School of Business and Management Sciences / Aviation Management**

**2024 - 2025 Academic Year**

**PROFESSIONAL ENGLISH II**

**Syllabus**

<b>Evaluation Methods</b>	<b>Weight(%)</b>
Midterm Exam	40
General Exam	60

<b>Resources</b>
Class notes, PPT slides, eltpublications.com, Career Paths Flight Attendant A2, B1, Vocational English Book, Express Publishing, 2018, ISBN 978-1-4715-6094-1