



UNIVERSITI TEKNOLOGI MARA

BFR253: FRENCH LANGUAGE II

Course Name (English)	FRENCH LANGUAGE II APPROVED
Course Code	BFR253
MQF Credit	2
Course Description	This is the second of a two semester French Language course designed specifically for Diploma students (Hotel and Tourism Management). This course includes an integration of the four language skills using appropriate situational contexts with emphasis on daily situational communication in the hospitality industry.
Transferable Skills	1. Responsive-Demonstrate ability to socialize with people from different walks of life. 2. Creative and innovative-Demonstrate the ability to dream, imagine and visualize. 3. Effective Communicator- Demonstrate ability to communicate clearly and confidently, and listen critically
Teaching Methodologies	Lectures, Blended Learning
CLO	CLO1 Acquire a wide range of vocabulary for specific situations in the hospitality industry CLO2 Write more complex sentences and dialogues. CLO3 Read and comprehend texts related to aspects of the hospitality industry. CLO4 Acquire good listening and communication skills related to the hospitality industry. CLO5 Discuss and describe some elements of French culture and civilizations.
Pre-Requisite Courses	No course recommendations
Topics	
1. Direction 1.1) To ask for directions 1.2) To explain one's itinerary 1.3) To get information on the means of transport 1.4) To find one's way in buildings 1.5) To look for a particular room 1.6) To explain and show the location of a place	
2. Shopping 2.1) To look for a section in a supermarket 2.2) To shop for items in a supermarket 2.3) To choose and to agree on the items	
3. Accomodation 3.1) To describe the different sections of an apartment 3.2) To discuss the advantages and disadvantages 3.3) To speak about the location of the apartment	
4. Daily routine 4.1) To express days and time 4.2) To speak about one's routine 4.3) To express one's appreciation 4.4) To explain one's reason using : Pourquoi ? - Parce que 4.5) To conjugate verbs : être, venir, dormir, finir and les verbes pronominaux : se lever, s'appeler	
5. Weather 5.1) To talk about the weather using la conjugaison impersonnelle « météo » 5.2) To talk about one's job 5.3) To talk about the weather with : C'est + adjectifs (rappel) 5.4) To write simple sentences using the expression : Avoir + nom + à + infinitif and On = les gens / nous	

6. Reception at the restaurant and front office

- 6.1) To welcome and receive a client at the restaurant
- 6.2) To suggest and assign a table to a client using appropriate prepositions
- 6.3) To answer and transfer a call
- 6.4) To take messages
- 6.5) To conjugate verbes : finir, mettre, transmettre
- 6.6) To present a menu and suggest an appetizer
- 6.7) To match articles in the cloakroom with colours
- 6.8) To conjugate verbs : souhaiter, boire, pouvoir

7. Hotel facilities and taking order

- 7.1) To identify and make a list of hotel facilities
- 7.2) To take room service orders
- 7.3) To identify and name food in a menu and to match them with the
- 7.4) correct articles partitifs
- 7.5) To give directions
- 7.6) To describe a dish
- 7.7) To take orders at the restaurant

8. Handling complaints

- 8.1) To respond to complaints
- 8.2) To apologize and propose a solution

9. Client's departure

- 9.1) To prepare the client's departure
- 9.2) To present the bill

Assessment Breakdown	%
Continuous Assessment	40.00%
Final Assessment	60.00%

Details of Continuous Assessment	Assessment Type	Assessment Description	% of Total Mark	CLO
	Listening Test	Spelling (5 words) and Multiple choice questions (5 questions)	10%	CLO1 , CLO4
	Online Quiz	Multiple choice questions	5%	CLO1 , CLO3
	Online Quiz	Multiple choice questions	5%	CLO1 , CLO3
	Oral Test	Reading	10%	CLO1 , CLO3
	Writing Test	Written	10%	CLO1 , CLO2 , CLO3

Reading List	This Course does not have any book resources
Article/Paper List	This Course does not have any article/paper resources
Other References	This Course does not have any other resources