

MODULES

The Handbook for education and self-education in oral Slavic languages competencies with a view to the needs of the tourism is entirely worked out in modules.

That means that according to the concrete target group and its particular needs the separate elements of the *Instruction guide* could be united and used in different combinations. The dialogues and the grammar materials are worked out in a way to enable an independent, combined or overall/complete usage. You can find below the most important possible combinations of the material:

- 1) *Language modules*: combination of the four languages (Bulgarian-Slovene-Slovak-Czech), combination of three languages (for example Bulgarian-Slovene-Slovak; Bulgarian-Slovene-Czech; Bulgarian-Slovak-Czech), combination of the languages two by two (for example Bulgarian-Slovene, Bulgarian-Slovak, Bulgarian-Czech, Slovene-Slovak, Slovene-Czech, etc)¹.
- 2) *Modules according to the particular target group*. The pursuit of the authors is the content of the *Instruction guide* to cover all activities and situations in the tourists` sector. The structure and the progression of the material in the *Instruction guide* are subordinated in the first place to this requirement. However the diversity of the tourist activity sets different

¹ In this case, as well as hereinafter, the term module is not to be confused with *Module 0, 1, 2...*, used as identification of a separate section in the *Instruction guide*.

requirements towards the language behaviour of the particular target group of users. In accordance to the indication *Particular group of users* the following basic modules could be differentiated: ***Informers module*** (reception clerks, recorders, informers, administrators, i.e. a personnel working “on a bureau” – at the reception of the hotel or in a camping site, in a tourist agency, in the office of a tourist agency and so on., and who is communicating with the tourists directly or by the phone); ***A Module for the catering low-qualified personnel of the hotel*** (chambermaids, door-keepers, piccolos, i.e. the personnel “on the move” communicating directly with the tourists); ***A Module for drivers*** (bus drivers and drivers of vehicles transporting tourists; in the particular situations this personnel has to communicate directly with the tourists); ***A Module for the restaurants` staff*** (waiters, barmen, shopkeepers; all of them are communicating directly with the tourists); ***A Module for the personnel connected with the spare time of the tourists***, (persons in charge for the sports facilities, animators, organizers of children`s parties); ***A module for the salesmen*** within the relevant tourist unit (a resort, a holiday village, a hotel complex, a hotel, etc.); ***A Module for the guides*** in their role of organizers of the tourist activity (that means that *the Handbook* is not meant for a language education meant for specialized activities, requiring a high language knowledge as for example guides at historic places, historical records, etc.). Each of the above-mentioned modules could be combined in accordance to the three levels of language competences – beginners, intermediate, advanced and in accordance to the number of the languages.

3) *Modules according to the levels*: at this type of organization of the material leading is the Level of difficulty. Each structure element of the handbook – a dialogue, a grammar explanation or an exercise – is accompanied with the relevant difficulty identification (level). This allows for example combinations: *1 level*, all thematic modules, all languages; *2 level*, all thematic modules, all languages; *3 level*, all thematic modules, all languages; *1 level*, all thematic modules, languages Bulgarian-Slovak; *1 level*, Informers` module, languages Bulgarian-Czech, etc., there are numerous possible combinations.

4) *Conversational and grammar modules*: Each thematic section (module) of the *Instruction guide* consists of two clearly differentiated parts: a conversational part (dialogues) and a grammar part (tables). In accordance with the preferences and the abilities of the particular target group, the teacher (or the particular user during the self-education) could work with the two parts or to choose respectively the dialogue/ grammar part and to put an accent to one of them. The conversational and the grammar material are subordinated to the level principle (1, 2 and 3). In the structure of the Handbook they are identified graphically with the relevant symbols for Dialogues and Grammar. There are as well numerous combinations: *Conversational module*, 1 level, all languages; *Conversational module*, 2 level, only 3 languages; *Grammar module*, 1 level, Bulgarian-Slovene and so on.

5) *Modules for assimilating and testing the language competences* (of the type *Exercise-book*): In such modules could be combined all the

exercises, they could be placed after the relevant conversational part or grammar table. The differentiation of such modules is prompted by the circumstance that there exists a possibility the users to have learned the relevant language with the help of different handbook or system. By making such Exercise-modules we are giving the possibility to the users to exercise, assimilate and test their knowledge. The exercises are identified with the relevant sign for the level of difficulty (1, 2 or 3 level). Besides the indications Conversational – Grammar and Level of difficulty, the Module-exercises could be combined thematically according to the above mentioned particular target groups.

To the products of the project are attached models of the following modules:

1. Bon appetite! – for waiters, all languages, dialogues, 1 Level (Conversational module)
2. Bon appetite! - for waiters, BG-CZ, 1 level grammar (Grammar modul)
3. Bon appetite! - for waiters, BG, 1 level exercises (Testing modul)