

MANUAL DO ALUNO

DISCIPLINA COMMUNICATING IN ENGLISH

Módulos 1 e 2

República Democrática de Timor-Leste
Ministério da Educação



FICHA TÉCNICA

TÍTULO

MANUAL DO ALUNO - DISCIPLINA DE COMMUNICATING IN ENGLISH

Módulos 1 e 2

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Tourism and Hospitality in the Region

Module 1



Presentation

This module aims to at enhancing students' general knowledge in regard to tourism and hospitality. In this context, students will become aware of the importance of tourism in Timor, particularly in the region where the course will take place. This module is also intended to motivate students to carry out their duties to the best of their abilities in the areas of hospitality and tourism that are so important for the country.

Relevance will be given to a range of texts, which will allow students to develop strategies for interpreting and producing texts.

Introduction

This module focuses on types of tourism in the region that students are supposed to know and be able to present to tourists in an adequate manner.

Learning goals

At the end of this module students will be able to:

- identify the types of tourism in the country and its districts;
- characterize the hospitality sector of Restaurant and Bar;
- identify the potential of tourism and hospitality in the region where the course will take place.

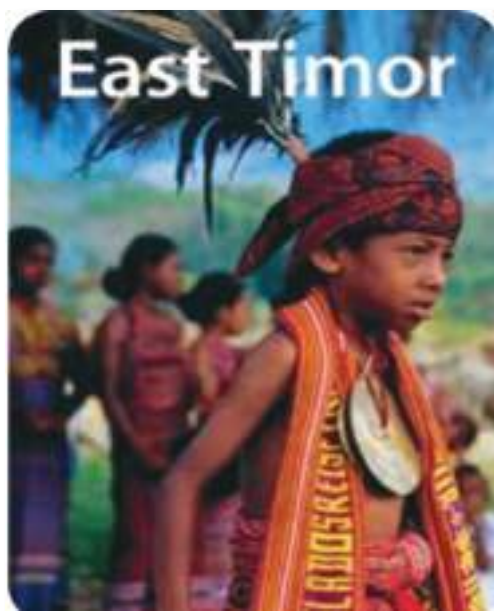
Contents

This module intends to provide information on:

- types of tourism and hospitality;
- restaurant and bar within the hotel industry;
- specific purpose vocabulary related to hospitality;
- advantages and disadvantages of various types of tourism;
- relevant grammar structures and language functions.



Types of tourism and hospitality



Tourism in Timor

Food and beverage technicians should have enough knowledge of the country's tourism industry in order to be able to inform tourists about points of interest, monuments and sights worth visiting, as well as advise on the access routes and souvenir purchases. Besides providing information, they should also present their country in a positive way, so that tourists get the best impression possible.

This will contribute to Timor's increased development and cause its respective growth.

Sights:

Dili Cathedral



Christ the King in Dili

Dili Tais Market



Atauro



Nature

Beaches



Sacred House



Atauro dolls



Turtle bracelet



Handicrafts



Wooden figurines

Traditions:

Tebe datur dance



Activities

Give relevance to the importance of the knowledge that food and beverage technician should possess as far as the country's characteristics are concerned.



Restaurant and bar within the hotel sector

This category includes hotels, apartment-hotels, roadside inns, beach hotels, resort hotels, residential clubs and similar establishments which provide hotel services including housekeeping and daily cleaning.



Cast Away Hotel

Hotel Turismo



Vila Verde Hotel



Timor Hotel





California Hotel

While the hotels shown above are renowned in the city of Dili, there are others that have not been mentioned which also provide private housing rentals with or without half or full board and laundry.

Food and beverage technician must be aware of their existence while taking into account every customer's needs.



Activities

Choose and study two hotels, analyzing their characteristics in respect to the services they provide.



Specific purpose vocabulary related to hospitality

Here students should explore specific vocabulary and phrases so that they are able to provide tourists with information regarding places to visit, transports available, accommodation, local restaurants, prices, etc.

Examples:

Where can I have a Timorese dish?

Where is the nearest hotel?

Where is the nearest market?

Where can I buy souvenirs?

Is there a bar near here?

Where can I buy fresh fish?

Where can I get Internet access?



Activities

Students must simulate dialogues using the above expressions.



Advantages and disadvantages of various types of tourism

The types of tourism that characterize Timor are:

Beach tourism

Due to climatic characteristics, and the tropical beauty of the Timorese beaches, beach tourism is a type of tourism practiced by most tourists.



Advantages

- The climate encourages the practice of this type of tourism, all year round.
- It contributes to the country's development.
- The hotels located at the beach front attract has more guests.
- It increases the number of jobs (waiters, cooks, shopkeepers, etc.).

Disadvantage

- Possible lack of awareness as far as the preservation of natural environment is concerned.



Mountain Tourism

It explores the environmental and scenic resources of mountain areas



Advantages

- It contributes to the country's development.
- It increases the number of jobs (rangers, tour guides, car rental services, sales of specialized equipment, etc.).

Disadvantage

- Possible lack of awareness as far as the preservation of natural environment is concerned.



Sport tourism

Scuba diving

It promotes sports activities and provides an opportunity to explore the seabed.



Advantages

- It contributes to the country's development.
- Increases the number of jobs (divers, tour guides, boat rental services, sale of specialized equipment, etc.).

Disadvantage

- Possible lack of awareness as far as the preservation of natural environment is concerned.



Activities

Indicate other types of tourism in Timor.

Note: students' basic tool should be the research carried out on the Internet, at the tourism offices, travelling agencies, magazines and newspapers among others.



Relevant grammar structures and language functions

This subject requires the knowledge of some specific purpose vocabulary and grammar structures so that food and beverage technicians can perform their duties in an adequate manner.

Accommodation



- ✓ hotel
- ✓ 1 to 5 star hotel
- ✓ motel



- ✓ inn and bed and breakfast



- ✓ hostel





✓ resort/guest-house



✓ hotel



✓ to reserve a room

✓ to book a room



Types of accommodation



twin room



single room



double room



extra bed





room with a bathroom



bath / shower

Hotel



half board



full board



restaurant





room



lift



stairs



bathroom / WC / restroom / ladies' (room)

reception (desk)





swimming pool



tv room (lounge)



hall



main gate



main entrance



back entrance



living room



the luggage



Room



door



lock





key



mirror



chest of drawers



drawers



window





bathroom/toilet



balcony/terrace



wardrobe



curtain



bed





cradle



bedside table



lamp



blanket



sheets





pillow



mattress



carpet

toothpaste and toothbrush



towel





bathrobe



soap



washbasin



Problems and complaints



complaint/claim



hole



socket / plug



air conditioning





shutter

telephone/television/Internet
connection



damage fan

tap audio damage





switch out of order



light out of order

Other relevant vocabulary



director

manager



receptionist/operator





doorman



bellboy



maid

hotel employee



breakfast





lunch/dinner



room service

Useful expressions

-Good afternoon, may I help you?

-Good afternoon. My name is John Smith

-Do you have a reservation in my name?

-I have a reservation.

-I sent an email to book a room for a week.



-Do you have any rooms available / free rooms?

-Do you have laundry service?

-Is there air-conditioning in the room?

-Does the room have a phone? Is there a phone in the room?

-Can you take my luggage to the car please?

-Do you have extra beds?

-Do you have a password for the internet? Can I have an Internet password?

-Have you got extra pillows?

-I'd like a room with a seaview.

-Have you got wake up service?

-Do I have any messages? Are there any messages for me?

-I'd like to send some clothing to the laundry/dry cleaner.

-At what time do you serve breakfast?



Activities

Students must simulate dialogues, using the above expressions.

“Good afternoon may I help you”







Restaurant and Bar Technician

Module 2



Presentation

This module aims at enhancing the technical-professional knowledge of the region and of foreign language through addressing regional and national cuisine and equipment/utensils used in the restaurant industry. The focus will be on introducing the key skills that fit food and beverage technician's profile.

Students will be made aware of the correct use of specific purpose vocabulary in order to communicate with clients.

Thus, they are supposed to become familiar with terms and specific vocabulary to be used in appropriate contexts.

Introduction

This module intends to address different types of national and international cuisine, with emphasis on English vocabulary and expressions to equip students with the tools they will need to master in order to communicate effectively in the restaurant industry area.

Learning goals

To identify various types of cuisine in the country and in the region.

To identify various pieces of equipment/utensils used in the kitchen, restaurant and bar.

Contents

This module aims at introducing information related to relevant grammar structures and language functions to refer to:

1. types of cuisine: international, national and regional;
2. restaurant menu (examples in English);
3. cooking and pastry;
4. bar industry;
5. relevant grammar structures and language functions.



Types of cuisine: international, national and regional

National and regional



Sassate

Ingredients: for sassate sauce

- 12 or more garlic cloves
- 1 medium size onion.
- 4 tablespoons of peanut butter or roasted and ground peanuts.
- 1 tea cup of soy sauce (sutate).
- 1 cup of tea oil.
- 4 tablespoons of sugar.
- 300 gr of tamarind vinegar
- chilli to taste





Preparation for Sassate Sauce:

Leave tamarind to soak in two cups of hot water. Fry very finely chopped garlic and onion in oil. When slightly brown, add peanut butter and left to simmer for about 2 minutes. Leave with all the other ingredients for about 30 to 40 minutes to produce thick sauce.

Sassate:

The typical “Sassate “ is made with goat meat, however it is also quite common to prepare it with chicken and, out of Timor even pork and bacon are used with satisfactory results. The meat is cut into small cubes and about 15-20 centimeters long bamboo skewers are used to stuck six or seven pieces of meat which must be seasoned with “Sassate” sauce to taste.

“Sassate” kebabs are grilled and seasoned with sauce prepared as described above.

Water and Salt Chicken

Ingredients:

- 1 free range chicken
- 6 garlic cloves
- 4 tablespoons of peanut butter or roasted and grinded peanuts
- 3-4 tamarind pods
- 4 pieces of ginger
- salt to taste
- 6 small, ripe tomatoes
- okra to taste
- lemon juice to taste



Preparation:

Cut the chicken into pieces and leave it for a very short time seasoned with some salt, garlic and lemon juice and leave tamarind to soak in a cup of hot water. Fill a pan with about 1.5 l of water and when it comes to boil, add ginger, tomato and onion, all cut into pieces, and chicken. Let it boil for 30 minutes or so, then add tamarind broth and after about 3 minutes add clean okra cut in half. Serve hot with white rice and chili to taste.

Stuffed Apas**Ingredients:**

1 egg
 2dl of water
 100 g of bran rice
 100 g of sugar
 for the filling
 2 egg yolks
 125 g of sugar
 100 g of grated coconut

**Preparation:**

Start with the dough:

Whip well sugar with egg. Add water and flour and continue whipping with wire rod until obtaining thin batter. Warm a little oil in a frying pan. Add shell purée and let it bake on both sides

The filling:

Mix a little water, sugar and grated coconut and let it boil for about 2 minutes. Remove from heat and let it cool slightly. Add whipped egg yolks to the sauce and bring to boil again to thicken, stirring constantly. When ready, let it cool slightly. Fill Apas and fold like an envelope.



Bafa

Ingredients:

- 2 kg of pork meat
- 1 teaspoon of turmeric powder
- a dl of vinegar
- salt-to taste
- pepper to taste
- 2 large onions
- 4 garlic cloves



Preparation:

Place pork in a pan and season with smashed garlic, salt, turmeric, pepper and onions cut into thin half-moons. Drizzle with vinegar and heat it slowly in the pot covered with a lid. You may want to turn the meat occasionally. Once cooked, serve with a salad.

Batardam

Ingredients:

- 2 kg of pork meat
- 1 teaspoon of turmeric powder
- 1 dl of vinegar
- salt to taste
- pepper to taste
- 2 large onions
- 4 garlic cloves
- 3 onions



Preparation:

First cook the corn with the beans in water with a little salt. If you are using dry corn it has to bake for about half an hour. It is stewed with onion, garlic and peeled, coarsely



chopped tomatoes, Add the meat that has already been properly seasoned with salt, garlic and pepper. When golden, add maize and cooked beans.

Let it cook for about 15 minutes then add the squash cut into quarters and pieces of raw pumpkin or vegetable of your choice. Serve hot on a single platter, usually with red pepper to taste.

Bebinca of Timor

Ingredients:

- 6 dl of coconut milk
- 12 eggs
- 13 tablespoons of butter
- 250 gr of sugar
- 2,5 dl of water
- 250 gr of flour without yeast



Preparation:

Mix well flour with yolks. Place a pan on the stove with water, sugar and butter and leave it to boil. Remove from heat and add the coconut milk. Allow to cool. Add the flour and egg yolks to the milk mixture. Pour a portion of the cream into a round shaped dish well greased with butter and take it to the oven to bake. When cooked, pour another layer of cream and repeat until you used all the cream. You should end up with five layers. Once cooked, serve cut into triangles.



Fisherman's Curry from Oe-Cussi

Ingredients:

- 6 tablespoons of tamarind sauce.
- 1 of coconut milk
- 500 gr of shrimps
- 1 onion
- 1 dl of oil
- salt to taste
- pepper to taste
- 1 teaspoon of turmeric

Preparation:

In a pan fry onion in oil until brown. Add tamarind sauce, a mixture of coconut milk and saffron and season with salt and pepper.

Leave the sauce to simmer for a while to thicken. Add peeled shrimp, without removing the heads, and let it cook for about 5 minutes. Serve hot with white rice.

Flower of Papaya Balichão

Ingredients:

- 300 gr of papaya flower
- 4 garlic cloves smashed with skin
- 3 tablespoons of oil
- 1 tablespoon of *balichão*
- lemon drops



Preparation:

Put the oil in a saucepan and add garlic cloves, remove the skin once brown (by now it added a very special flavor). Add a tablespoon of *balichão* and immediately afterwards



previously scalded, washed and drained papaya flowers. Allow to simmer for 10 minutes stirring constantly. Then season it with a few drops of lemon to dissipate the strong flavour of *balichão*.

Lamb Tukir

Ingredients:

3 lemon leaves

1 lamb leg

3 garlic cloves

mint branch

fennel stalks

2 lemons

1,5 dl of oil

1 onion

5 dl of broth



Preparation:

Cut the meat into pieces, put into a pan and season with smashed garlic cloves, onion cut into half-moons, whole lemon leaves, fennel stalks, mint, saffron, oil of lemon juice and broth. Leave meat to marinate for 40 minutes and then cook it slowly in a lid covered pan for about 45 minutes after which time make sure it is cooked. Once ready, serve it hot with white rice.



International Cuisine

Beef and chicken stew

Ingredients:

beef
half chicken
1 pig foot
square ribs
chispe
ham
chorizo
Portuguese sausage
bacon
cabbage
carrots
potatoes
turnips
salt to taste
oil to taste



Preparation:

Start by cooking all types of meat in a large pan. Salty meat should soak in water for a few hours before being cooked.

Add a little olive oil to the water where you are going to cook the ingredients and season to taste. When cooked take out the meat in the following order: sausage, pork meat and, finally, thoroughly cooked beef. Cook vegetables in the same water and when ready, remove from the heat and set aside. Serve meat cut into pieces with vegetables arranged on a platter. You can serve the dish with white beans and white rice (cooked in water used previously to cook meat and vegetables).



Activities

Indicate three national dishes in English



2. Restaurant menu (an example in English)

The Menu

Salads



Mixed salad



Lettuce and tomato salad



Russian salad



Starters



Hors d' oeuvres



Mixed hors d'oeuvres



Cheese



Cold meat



Melon with smoked ham



Smoked ham





Pastry with shrimp filling



Sardines



Paté



Snails

Sweet potatoes with vegetables



Soups



Vegetable soup



Kidney bean soup



Shrimp soup



Leek soup



Asparagus soup



Chicken broth



Fish



Parrot fish



Anchovy



Carp



Caviar



Cod



Octopus



Activities

Indicate menu contents in English.



3. Cooking and pastry

Equipment and utensils

bain marie



baking tray



baking-tin (for cake)



baking -tin (for meat)



basket





blender



bottle opener



brush



cake mixer



saucepan



cleaver





bin



coffee maker



sieve

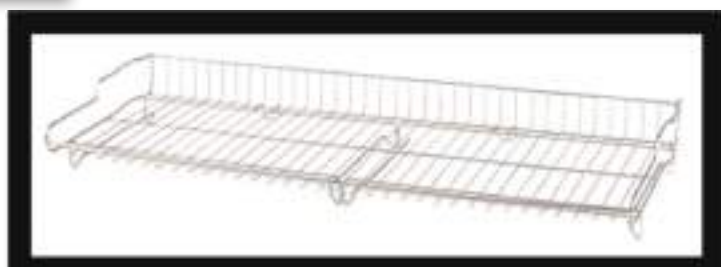


cupboard



deep frier

draining board





cooker



corkscrew



dishwasher



drawer



flan /pie dish



freezer





fruit squeezer



funnel



lighter



grater



hob



kettle





ladle



lid (of box, pan)



measuring jug



bowl



oven



peeler





pepper mill



pressure cooker



dough roller



casserole



scales



scissors





serving dish



skimmer



soufflé dish

wok



Activities

Give English names of ten utensils used in cooking and pastry making process.



4. Bar industry

Some basic bar equipment / utensils



shaker and
cocktail glasses



mixing spoon





strainer / colander



blender



masher



dispenser



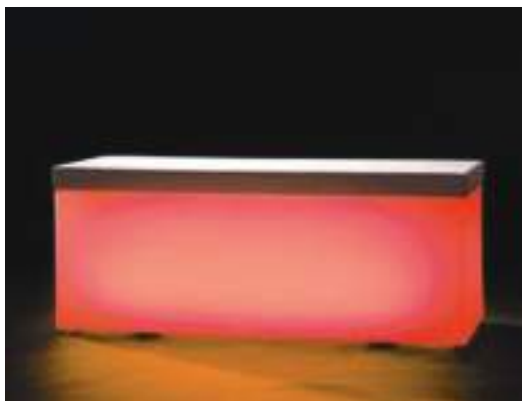
straws



decoration items



Furniture



balcony



dresser and shelves



table servicing glass



cabinet and shelves



tables and chairs
(simple or with
arms)



Materials and fixtures



mug



bottle



cash register/till



bar employee/barman



desk



bureau





cutting board



knife

Appliances



glass washer



Coffee machine and grinder



ice making
machine



draft beer



toaster



Activities

Name ten bar utensils in English.



Relevant grammar and language functions

The service provided in the hotel industry, especially in hotels, restaurants, cafés, snack bars and nightclubs, obeys a set of rules and procedures. Mentioned below are some words and expressions used when following these rules and procedures.

Meals:

Breakfast

Lunch

Snack

Afternoon tea

Dinner

Starter

First course

Second course

Dessert



Where to eat?

In the bar

In the beerhouse

In the pizzeria

In the restaurant

In the coffee shop

In the coffee-house

Other vocabulary:

Hunger

Thirst

Eat

Drink



Delicious

Tasty

Good

Raw

Tender

Cold

Hot

Spicy

Bill

Pay

Tip

Taste

Nibble

Portion

Table Chef

Cook

Diet



Commonly used expressions:

Can you tell me where a local restaurant is?

What restaurant do you recommend for fish?

Common customer expressions:

I'd like a table near the window, please.

I'd like a table for four.

Have you got meals for children? Do you serve meals for children?

What do/would you recommend?

What is the house special?

Is the portion big enough for two?

What is the dish of the day?

Can you bring me the menu, please?



What is it served with?

With what is it served?

What is this?

Where is the bathroom (restroom, WC)?

Can you bring us a little more salad?

Do you serve small portions?

Do you have half bottles of this wine (37.5 cl)?

Can you bring me a cup / a plate / a napkin / an ashtray?

What do you have for dessert?

Coffee, please.

Why does it take so long?

This is not cool enough.

Please hurry.

This is not what I ordered.

The food is cold.

The food is too salty / too spicy.

It's all very good.

We will not want anything else.

Can you get the bill, please.

I'd like to pay.



Students should practice telling the time:

Example:

1 It's two o'clock

2 It's ten o'clock

3 It's five o'clock

4 It's quarter past five

5 It's half past one

6 It's ten past six

7 It's five past seven

8 It's half past three

9 It's half past ten

10 It's quarter to four

11 It's five to three

12 It's three o'clock



Activities

Create and simulate dialogues with words and expressions that you have learnt so far.



