

Development of Listening and Speaking Skills in Teaching Terms of Tourism in English

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Abstract

The article reviews and analyzes the development of listening and speaking skills in teaching tourism terms in English. International tourism, as one of the largest and most dynamic industries, inevitably affects all aspects of social life, including language. Many tourist terms are being developed that have a scientific focus on the translation and assimilation of tourist terms into the Uzbek language. Problems that arise during the translation process require translators to have more in-depth knowledge and skills. In the article you can get information about how well you can use various methods of teaching English to obtain the expected result.

Keywords: skills, English language, tourism, terms, problem of translation, teaching, listening and speaking.

The integration of Uzbekistan into a single European general educational space, the process of reform and modernization of the education system in general and language education in particular led to a rethinking of the goals, objectives and content of teaching foreign languages, in particular English, which today is the most important communicative tool at the international level.

All areas of our life, to one degree or another, require knowledge of the English language, and its study is becoming more and more in demand every year. But if in educational institutions the main task of teaching a foreign language is the formation of foreign language communicative competence of students, then upon graduation from universities and colleges the goal may be the need to use the language for professional purposes [2].

The emergence of English for specific purposes, like many other types of human activity, is associated with changes in the modern world and its needs. The era of comprehensive globalization has led to significant changes in the structure of training future specialists. The development of high technologies and close scientific and technical ties required new approaches to the formation of a set of competencies, including communicative and socio-cultural ones within the framework of the native language and at least one or two foreign languages [5].

Currently, there are several types of English language teaching. For our research, it is of interest to study the characteristics of the English language in the field of tourism, as well as the specifics of developing listening and speaking skills in teaching tourism terms in English lessons.

At the moment, the tourism sector is one of the most popular. Many graduates choose to work in the tourism sector after graduating from higher education institutions or receive a second higher education in this specialty. The school English language course does not involve obtaining such

specific knowledge, so this course is intended for students who want to expand their knowledge of the English language in a specialty such as tourism [4].

Twenty years ago, the basis of any training was the classical methodology, in which most of the time was devoted to the theory of a foreign language. During the lessons, students studied syntactic structures, new vocabulary, discussed grammatical rules, and also read and translated texts, did written assignments and sometimes listened to audio recordings. Only ten percent of the entire lesson time was spent on developing speaking skills. As a result, the student understood texts in English and knew grammatical rules, but could not express his thoughts. That is why in the English for Tourism course developed by the teachers of our university, there is a radically different approach in which the maximum amount of time is devoted to the development of communication skills, namely listening and speaking in teaching tourism terms in English.

The initial guidelines for the criteria for the implementation of tourism terms were adopted at the United Nations Summit in 1976. Currently, the new terms introduced are being researched into practice based on the criteria adopted at the conference held in Ottawa in 1991. According to him:

- 1) comments, classifications should have a universal scope of practical application, taking into account developed and developing countries;
- 2) emphasis on simplicity, accuracy;
- 3) they should be consistent with current international standards and classifications, such as democracy, transport system, business, international migration, balance of payments, national accounting systems;
- 4) practical tourism should be as simple as possible to be expressed in measurable numbers in questionnaires and researches [3].

According to S. Bagirova: "Tourism is a place where an individual goes from his permanent residence for health, educational, professional-practical or other purposes, that is, he is not engaged in paid activities in the country in this case, he will leave for a period of one year, that is, he will travel". There are 3 forms of tourism, they are:

- 1) Domestic (internal) tourism - travel of citizens of the country across the territory of the country;
- 2) Inbound (national) tourism - a trip to this country by a foreign person who is not a citizen of the country;
- 3) Outbound (international) tourism - travel of a citizen of one country to another foreign country [1].

Also, according to the purpose of the trip, the nature of the trip, there are several types of tourism, which are as follows [4]: Adventure (activity, special interest) holidays - in connection with an active vacation full of adventures, various scuba diving (swimming under water using scuba diving), snorkeling (swimming under water with a mask), trekking (walking), hang gliding (hang gliding), etc. engaging in dangerous but enjoyable activities such as:

- ✓ Agri- (agro-, farm) tourism is an organized trip to a farm or the outskirts of a city (rural area).
- ✓ All-expense (all-in) tour - a trip where all travel expenses (ticket, hotel, meals, entertainment fees) are included in one ticket, combining several options.
- ✓ Business travel - travel for commercial, government and educational purposes: leisure is secondary.
- ✓ Charter group is a pre-formed group trip that is carried out according to the usual route.
- ✓ Circuit tourism is a trip that travels around several countries and returns to the original destination.

- ✓ Ecotourism is a trip with meritorious work aimed at improving the ecosystem of a geographical area under ecological protection, making positive changes in the place in cooperation with the local population, and preserving the natural structure of the area as much as possible. In this, the traveler is not waiting for a luxurious life, but work.
- ✓ Ethnic (indigenous, roots) tourism is a trip to the regions where different local ethnic communities live in order to study their customs and culture. Ethnic tourism also has a secondary meaning, which means returning to the land where one's ancestors lived, visiting relatives.
- ✓ Fam (familiarization, educational) tours - a trip organized for travel agents, tour operators, and tourism service providers for the purpose of familiarizing tourism centers.
- ✓ Green (alternative, appropriate, responsible, soft, sustainable) tourism is the opposite of mass tourism, a trip that is carried out in a way that respects the natural structures of places, in small groups, as much as possible without casualties.
- ✓ Heritage tourism is a trip to the monuments of the world cultural heritage.
- ✓ Health tourism (health-care tourism) represents a trip to sanatoriums or other such places for mental relaxation and physical recovery.
- ✓ Industrial (factory) tourism is a visit of local residents to the operating factories and factories in order to get acquainted with the process there, to gain an understanding of the manufactured product, and to purchase it.
- ✓ Incentive travel is an all-expenses-paid trip organized for the purpose of good work performance, recognition of loyalty, motivation.
- ✓ Leisure travel is a trip made for circulation, recreation or educational purposes.
- ✓ Mass tourism is a reference to the tourism of developed countries during the period of tourism boom, where all attention is focused on the mass promotion of the tourism industry as a profitable industry, but its environmental damage is not taken into account.
- ✓ Person trip visit - a trip explained by the fact that a person moves 160 km away from his territory in one day or stays overnight for the purpose of professional or personal writing.
- ✓ Press trips are trips organized for travel writers and amateurs to help gather material about tourist destinations.
- ✓ Religious tourism - in a narrow sense means religious trips such as hajj, but in a broad sense it means a trip organized to visit churches, mosques and madrasas, which are examples of world religious heritage, and to enjoy their architecture.
- ✓ Rural tourism is, on the other hand, a term for travelers who are looking for rural life that is less influenced by the human factor and plans to return to "primitiveness" (simpler life) away from civilization.
- ✓ A sales mission is a single-purpose marketing campaign where suppliers travel to another country to promote travel together in their territory.
- ✓ A site inspection is a visit by individuals such as event planners, site selection committees, tour operators, and incentive travel managers to verify the suitability of a venue for a particular event.
- ✓ Space tourism is the most expensive of the existing types of tourism, it refers to a trip to our orbit in spaceships. The first such trip was organized by an American citizen to the space station in 2001 in a Russian capsule.

The concept of sports tourism means a trip for the purpose of participating or being a spectator in international sports games.

It is known that the English language is the main basis in the terminology of the field of tourism services. Today, many countries are benefiting from the progressive use of modern tourism terminology:

- OB - hotel accommodation only.
- BB - a meal plan that includes breakfast at the hotel. This can be a buffet or continental breakfast.
- HB - 2 meals a day at the hotel. Usually this is breakfast and dinner, but some hotels may have breakfast and lunch. Drinks at lunch and dinner are usually not included in the price.
- FB - 3 meals a day at the hotel (breakfast + lunch + dinner). Drinks at lunch and dinner are usually not included in the price.
- AI, All inclusive - a move that includes not only 3 meals a day, but also additional services such as a light breakfast, snacks, and light dinner. Drinks are included in the price. Sometimes these can only be locally produced drinks, and foreign ones are sold for extra fee.
- SGL - single occupancy.
- DBL - double room.
- TRPL - triple room.
- Suite - accommodation in a luxury room.
- ExB - extra bed in a double room.
- Chld - child (usually the price is indicated for a child in a room with two adults).
- SV - sea view.
- Back of the House - service departments located so as not to be visible.
- Bed Occupancy - a rational ratio of the number of beds to the number declared for sale (average occupancy).
- Blanket Reservation - planning a certain number of rooms (block) for groups.
- Brunch is a meal after breakfast, but before lunch, and replaces both.
- Cabana - a building on the beach (or near the pool), such as a bungalow, standing separately from the main building and sometimes equipped as a bedroom.
- Complimentary Ticket - free travel.
- Commercially Important Persons - the buyer of a special document entitling him (her) to occupy a privileged position in relation to other passengers.
- Deluxe - luxury type of hotel (private bath and full service).
- Duty-free Goods - goods not subject to customs tax.
- Double-up - organization of a double-occupancy system (when strangers occupy one room, the administration stores 2 cards (checks) in a pocket under the number of this room at a special stand).
- Endorsement - powers that include the ability to replace or re-register an air ticket for another aircraft.
- Full House - the term means the hotel is 100% occupied (all rooms are sold).
- Free Port is a port where tourists can purchase goods without paying customs duties.
- Front Desk - the hotel reception desk where guests check in.
- Grandmaster - one key that opens all guest rooms that are locked from the outside.

- Guest History - a record of the full program of a guest's stay, including room occupancy, payment, special needs, credit (such a record is carried out on cards; in large hotels the data is entered into a computer).
- Housekeeper's report - a sheet of notes located in the front office, which reflects real information about the condition of the rooms (cleaning, repairs, etc.).
- Hotel Garni is a hotel without a restaurant (not even breakfast).
- Inclusive Terms - tariff for accommodation and meals (three times a day).
- Junior Suite is a large room with an enclosed sleeping area that can be converted into a living room during the day.
- Luggage Pass - a card that gives a tourist the right to remove luggage from the hotel.
- Master Key - one key that replaces all keys for all rooms on the floor. Also called a floor key.
- Mystery Tour - a shelter in the mountains (used in mountain tourism).
- Most Important Person - a particularly important person.
- No-Show Employees - personnel who work according to a schedule that provides for work to be carried out strictly in the absence of the guest.
- Out of Order - the room is not ready for occupancy due to a breakdown or malfunction of the equipment in this room.
- Party Ticket - group ticket.
- Rack Rate - full room rate (without discounts).
- Referral is a booking system when some of the guest's personal property remains in the room until his next arrival.
- Residential Hotel - a hotel occupied for a long time by guests who can make this house or residence their property.
- Rest House is a small hotel.
- Revalidation Sticker - The official inscription on the flight coupon indicates a new reservation that must be made.
- Room Board - information about the hotel room (conditions, service, capabilities).
- Safe-Deposit Boxes - an individual section in the storage facility where guests store valuables and cash.
- Service Charge - usually 10 to 20 percent is added to the bill to pay for the service department.
- Skipper - a guest who left secretly, leaving an unpaid check.
- Standby - a passenger who does not have a confirmed reservation, but who is waiting at the airport to take off if seats on the plane become available at the last minute. Many airlines offer very low prices for such passengers.
- Tourist Class - also called economy class. In a room of this class, the guest does not have a private bath.
- Transient Hotel is a hotel for transit guests who stay at the hotel for a short period of time on their way to another hotel (permanent vacation spot).
- Very Important Passenger (VIP) - a person to whom a special service is intended.

Thus, when developing listening and speaking skills in teaching tourism terms in English, the following methods can be used: communicative, project-based and intensive. In the process of studying the above methods, their influence on the process of organization and effectiveness of

training, as well as when developing an English language course in the field of tourism, we came to the conclusion that forms of work such as project-based, practical classes in the form of excursions, as well as the extensive use of role-playing games, can be called “active” forms of classroom work. They contribute to the greatest involvement of students in the learning process, and therefore to its assimilation. Thanks to this approach, students learn the so-called oral advance, i.e. they remember and practice grammatically correct phrases to maintain a conversation: ordering a dish in a restaurant, shopping in a store, going through customs control, etc., without delving into the grammar itself. We also provide practical lessons with native speakers, since they contribute to the formation of correct stress and intonation, teach you to perceive speech by ear and will be extremely relevant for overcoming the language barrier. Thus, we can conclude that the use of these methods and techniques in English lessons helps to expand and deepen knowledge of the English language at a sufficient level to navigate the field of tourism. The developed methods will be effective for teaching project work skills, developing correct pronunciation, will help students overcome the language barrier and learn to enter into conversation with foreign guests without embarrassment and awkwardness and maintain a conversation on various topics: about the traditions and culture of the country, about the sights of the city, etc. d. For a person planning to connect his future with employment in this field of activity, mastering a professional language is relevant and advisable, since tourism is not only a way for a person to understand the world, but also the most promising sector of the economy, which contributes to the intensification of international contacts and the expansion of intercultural ties.

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