

WORKSHEET 1: Describing the Project

In this project you are going to work in groups of 2-3 to learn about the different tasks of a hotel receptionist. You will learn and discuss different aspects of cultural understanding, communication and how to give correct tourist information. You are going to make a brochure aimed at giving your guests relevant and updated information about sights in Oslo. Your brochures are to be presented orally, and will be evaluated by your fellow students and your teacher.

We will spend 6 lessons on this project. This project will also require homework.

In lessons 1 and 2 you are going to listen to Part 1 of the text, *At the Hotel Reception* (Fremmedspråksenteret). You will then do tasks based on the text. These tasks are supposed to be an oral activity, and you will learn words and expressions that are relevant in a hotel context. You will also discuss different aspects of culture, communication and receptionist etiquette. (Worksheet 2)

In lessons 3 and 4 you are going to listen to Part 2 of the text, *At the Hotel Reception*, discuss tourist information (Worksheet 3), and learn how to make a brochure in Microsoft Word, based on the following link:

<https://www.youtube.com/watch?v=posOVuZgXE8>

Each group will make a brochure. The brochure will be for American tourists, since the guests in *At the Hotel Reception* come from the USA. In the brochure you should include relevant and updated information on the Viking Ship Museum, Holmenkollen Ski Arena and the Opera House. In addition, you should include two other attractions that you think would be interesting for American tourists. Your brochure should have an appealing layout that will make the American tourists want to visit the attractions (Worksheet 4).

In lessons 5 and 6 you are going to give a presentation of your brochure. You should include actual tourist information, why you have chosen this information, what cultural aspects are important in planning a tour for American guests and how you would present your brochure to them before handing it out. Explain why you have chosen the layout you have.

The brochure and your presentation will be evaluated by your classmates and your teacher according to certain criteria. Finally, you will be asked to assess your own work with this project. You will be assigned one written and one oral mark (Worksheet 5 – Evaluation).