

## A Case Study: HOTEL RECEIVERSHIP

### Learning objectives:

1. to develop problem solving skills;
2. to develop analytical thinking;
3. to develop language skills- reading, speaking, professional lexis, grammar, writing.

### Introduction:

“Hotel receivership” is a case study devised by teachers at Turistička i ugostiteljska škola Dubrovnik for the “Unity in Diversity” project.

Its aim is to develop language skills for learners of English at level C1 of the Common European Framework of Reference. It can be used with groups of 4 students, guided by a language teacher. The case study also contains preparation activities, which students can complete, either in a language laboratory or at home.

In completing the case study, learners have the chance to improve the skills of reading, spoken production and spoken interaction. They have access to a number of authentic texts to read, and as regards writing, they are required to write response to a negative online review. In a section devoted to warm-up activities, learners have the opportunity to do exercises, related to the topic of the case study, with the dual aim of acquiring knowledge about the topic and improving language skills. Finally, great attention is paid to speaking skills, both production and interaction, with learners having to participate in a discussion, make a narrative, express agreement/disagreement, offer a solution to a problem.

### Explanation of the tasks

This activity is useful to help learners to fulfil the case study effectively. By doing the following exercises, they will also learn some useful vocabulary as well as practice grammar. All the activities can be done in a language laboratory or at home in the students’ own time. It is up to the teacher and the learners to decide how many of these activities should be completed, depending on the time available.

Warm-up activities are designed to pre-teach the specific lexis and introduce the student with the situation.

Task 1: Match the given words and phrases with their synonyms or explanations. The aim is to develop language skills and acquire useful vocabulary.

Task 2: True or False?

This is a reading comprehension exercise based on the case.

Task 3: Word building

The task offers exercises aimed at helping learners revise and acquire some word building patterns. The student has to form nouns, adjectives or verbs using the given word.

Task 4: Grammar. It helps learners practice the Passive voice by changing active statements into the passive ones. The student has to fill in the right form of the verbs.

Task 5: Writing a response to a negative hotel review. A creative task that helps learners to develop the skills of writing a formal letter.

### Background information

2009 was one of the most difficult periods in the hospitality industry. Many hotels found themselves in debt and experienced various performance challenges. Florida hotels were no exception. Occupancy and revenues were low, and overall morale was poor due to inadequate management. The company called Southwind Hospitality stepped in to assume the role of receiver (a person or company placed in the custodial responsibility for the property of others, because the company cannot meet its financial obligations or enters bankruptcy). As a result, the hotels' reputation and revenues significantly increased, debt was paid and the hotels were never solicited for additional funding.

In this case study you will be involved in the general objective of finding a possible solution to the problem.