

LEARNERS' GUIDE

The proposed guide is intended for adults who would like to study Russian from beginner level or for people who have already studied Russian in various forms of learning, but who have not mastered the language to a level which allows them to use it for professional purposes in the tourism sector.

WHAT IS RETOUR

The RETOUR project, coordinated by ASEV (Agenzia per lo Sviluppo Empolese Valdelsa, Italy) and funded with support from the European Commission, aims to develop, introduce, and implement a language course in Russian aimed at those working in the restaurant and hotel sector, retail trade and, in particular, to receptionists, waiters, bartenders, shop assistants, salespeople, etc. It is designed for all who want to improve their communication skills in Russian.

The course was also designed with independent study in mind.

The language course in Russian for tourism is available in the languages of the project partners: English, French, Spanish, Italian, Greek and Bulgarian. Since English is commonly used in the tourism sector throughout Europe, the English version will allow the course to be used by learners in other EU countries.

The course is aimed at practical competence in Russian at level A2 of the Common European Framework of Reference for Languages (CEFR). Naturally the course can be useful by anyone who wants to improve their knowledge of the language.

AIMS OF THE COURSE

The course has several main objectives for learners:

- **Acquire key vocabulary presented in topic-based sections:** At the hotel, At the Restaurant, At the Shop
- **Learn and use the main grammar structures**
- **Gain a basic knowledge of the culture of communication with Russian-speaking tourists**
- **Increase comprehension and interaction** in situations typical of tourists abroad, i.e. **formation of communicative competence**
- **Build skills for creating an individual learning plan**

PROJECT PARTNERS


The RETOUR course was created by a team of academics and experts from the UNWE (Bulgaria), ASEV (Italy), Sud Concept (France), FASE (Spain), IDEC (Greece), and Translex (Ireland).

ASPECTS OF THE COURSE

The online-based RETOUR language course in Russian for Tourism combines traditional teaching methods and modern forms of education: online independent learning, online teacher-supported learning, and in class learning using modern interactive tools (the Internet, website, and specialised YouTube channel).

COURSE RESOURCES

The course is comprised of three types of resources: *video*, *audio* and *written text*, which are all freely accessible on the Internet.

- Videos pertaining to typical situations related to working in the tourism industry and available on our YouTube channel:
- Audio files for pronunciation practise are available on the project website. The audio files are named according to the unit and audio file number. For example, the second audio file of Unit 30 will be audio file number 30.2.
- The written learning materials are also available on the project website and correspond to each of the videos. In the written materials, the audio files are marked with a  symbol.
- Additional videos about building an individual learning plan and about various aspects of intercultural communication are also available on the RETOUR YouTube channel.

RETOUR YouTube channel:

<https://www.youtube.com/channel/UCLn6xjVtH88T1aje6TLE0Dg/playlists>

RETOUR project website:

www.russian-for-tourism.eu.

TECHNICAL REQUIREMENTS

To use the RETOUR course you will need an Internet connection and a computer or device for accessing the materials online. You can also download our app for Android, which will allow you to use your smartphone to access the RETOUR written materials and videos, wherever you are.

The course works with any updated version of desktop browsers such as Google Firefox, Safari, Google Chrome, and Internet Explorer. However, we find that the best results come from using Google Chrome. In addition, ensure that your computer has the updated version of Adobe® Flash® Player system plug-in installed.

COURSE STRUCTURE

The learning materials (which include written learning materials and videos recorded by native speakers) are divided into 6 modules of 5 units. Each unit is divided into two parts: **Part A - for beginners (0 - A1)** and **Part B – for pre-intermediate learners**. This gives greater freedom in the use of the course. Absolute beginners can learn "horizontally" by focusing on the material included in Part A. After mastering the basic grammatical structures and vocabulary on a particular topic, learners can proceed to Part B. Those learners who have basic knowledge of the language already can focus on the texts and exercises in Part B.

The material organised in this way allows for more variety and possibilities for "horizontal" and "vertical" learning.

CONTENT OF THE COURSE

The course is divided into three topic-based sections: “At the Hotel”, “At the Restaurant”, and “At the Shop”. The course provides an introduction to the basics of Russian grammar, the rules for pronunciation and reading, as well as thirty lessons.

Introduction

Module I: At the Hotel

Unit 1

A: Who is this? What is this? Do you speak Russian?

Gender, Number, Personal pronouns

B: Booking a room over the phone

Unit 2

A: What is your name? Do you have...? What's in the room?

Possessive pronouns, Adjectives, Months

B: Booking a room at the hotel.

Unit 3

A: Where? How many days?

Numerals

B: Checking in at the hotel.

Unit 4

A: Excuse me, where is the hotel? What do you need? What's the time?

Prepositional Case

B: Hotel services

Unit 5

A: What services does the hotel offer? Polite questions and answers

Adverbs of place

B: Entertainment and Leisure

Module II: At the Hotel

Unit 6

A: Country. Nationality. Language

Russian word order. Interrogative pronouns. How to talk about an activity. Genitive case.

B: Room service. Part 1.

Unit 7

A: What time is it?

How to say that something is not available. Prepositions БЕЗ (without), ДЛЯ (for), У (at), ИЗ (from), ПОСЛЕ (after), С...ДО (from ... till)

B: Room service. Part 2.

Unit 8

A: Whose is this luggage? It's the guest's.

Genitive case expresses belonging: noun + noun the Genitive. Dative case, expressing the indirect object

B: Problems in the room and medical care

Unit 9

A: Days of the week. Part of the day

Past tense. Conjugation of verbs in the past tense

B: Wake-up call

Unit 10

A: How to say that something was or was not present in the past. Telling someone to do something

Imperative. Genitive plural

B: Hotel Room Payment and Departure

Module 3: At the Restaurant

Unit 11

A: Booking a table by phone. When? What time? Where? For how many people?

Accusative case. Personal Pronouns of the Accusative Case.

B: Choosing a restaurant

Unit 12

A: Where? Liked by whom? It's fun/interesting/pleasant/comfortable for whom?

How to describe location. Dative case. Personal nouns in the Dative case.

Verbs with the Dative case. Comparative degree of adjectives. Comparative degree of adverbs

B: Arriving at the restaurant

Unit 13

A: How to take an order. Do you prefer wine or beer? Have you made your choice yet?

Future tense

B: Having lunch at the restaurant

Unit 14

A: Additional order. Payment. Expressing dissatisfaction/discontent, disagreement.

Accusative case. Genitive case. The future tense. Imperfective aspect. Perfective aspect.

B: Additional order, requests.

Unit 15

A: Breakfast at the restaurant. Breakfast menu (buffet breakfast)

Adjectives or adverbs that perform the role of nouns

B: Breakfast in the hotel restaurant

Module IV: At the Restaurant

Unit 16

A: What are the ingredients of this dish?

Instrumental case (Preposition 'C')

B: Dinner at a restaurant

Unit 17

A: I don't eat roasted meat.

*Instrumental case with verbs работать, служить, управлять, заниматься, заведовать.
Adjectives and nouns in all cases.*

B: Special menu (Some characteristic features of cooked food)

Unit 18

A: Excuse me, what's the problem? Aren't you pleased with the service?

Adjectives and adverbs -1. Plural form of adjectives

B: Resolution of conflict situations

Unit 19

A: I want to pay for lunch. Keep the change.

Use of the imperfective aspect of the verb. Use of the perfective aspect – 2.

B: Cash payments, gratuities

Unit 20

A: Fruit and vegetables section. Dairy products department. The meat department. The bread and pastry department. At the cash-desk.

Use of the comparative degree of adjectives (2). Words followed by the comparative form of adjectives.

B: At the supermarket

Module V: At the Shop

Unit 21

A: Buying shoes, clothes. What size do you wear?

Short forms of adjectives

B: In the men's department

Unit 22

A: What colours do you have? What is this product (made) of?

Dative case with the preposition По

B: In the ladies' department

Unit 23

A: We are looking for children's clothes. Clothes/shoes for boys/girls

The verb искать (look for). Preposition С + the Instrumental case

B: At the childrenswear store

Unit 24

A: Buying toys

Accusative case with the verbs покупать, продавать, купить (Direct Object)

B: At the toy store

Unit 25

A: Buying souvenirs. Postcards of the city.

B: At a souvenir shop

Module VI

Unit 26

A: We have a special offer. What kind of warranty do you provide?

Genitive case for expressing non-agreeing modifier. Instrumental case for expressing the characteristics of an object.

B: Buying electronic appliances

Unit 27

A: How to talk about problems: Вы можете описать проблему?

Expressions of time: на прошлой неделе / на будущей неделе. Complex subordinate sentences with conjunctions что, чтобы, когда

B: Returning or replacing goods

Unit 28

A: Packing, size. Age.

Verbs with the suffix –ова-. Conditional sentence with the conjunction «если».

B: At the confectionery: изделий

Unit 29

A: Promotions. Discount on prices

Collective Nouns: оба, обе

B: Buying adornments/decorations and accessories

Unit 30

A: How do you feel? I have a headache, a runny nose, an allergy

Indicate the reason with the preposition из-за. Лекарство для (the medicine is intended for whom or for what) and лекарство от + the Genitive case, (a medicine for curing what) (health problems or symptoms).

B: At the pharmacy

Key for Exercises

HOW TO BENEFIT FROM THE COURSE

RETOUR language course provides a set of resources organised in a unified system aimed at acquiring communication skills and competence.

If you choose to study alone, we suggest that you use the following steps:

1. Get acquainted with this learners' guide.
2. Create your own account on the Personal Space of the project website www.russian-for-tourism.eu, in order to get access to both the video and written materials and use our recording feature for oral practise.
3. Install the Android app on your mobile phone or tablet. This app will permit you to view or download and print the RETOUR learning materials. This allows you to use the materials wherever and whenever you have free time.
4. Be sure to read the introduction, which will help you learn pronunciation and reading in Russian.
5. If you are an absolute beginner, we suggest you follow the given sequence of lessons i.e. you should start with the lexical and grammatical written materials in Part A. The sequence for beginners follows the pattern "from easy to difficult". If you have already studied Russian and are interested in a section on a particular topic, you can go directly to it and focus on the words and phrases associated with your chosen topic, and then go to Part B which is aimed at pre-intermediate level learners.
6. Before you go to Part B we advise you to watch video version F (with subtitles in your native language and the audio track of all of the characters) in order to get acquainted with the content of the dialogue before you read it in Russian.
7. After viewing video version F in your language, read the dialogue (the video script) in Russian, which is divided into smaller parts for your convenience, and do the exercises based on each part.
8. Watch video version B (with subtitles in Russian and the audio track of all characters) to consolidate the studied material. Try to focus on the pronunciation of the sounds and the intonation of the sentences. It can be useful to read the transcription of the dialogue aloud.
9. Practise pronunciation. Watch version G (with subtitles in your native language and the audio track of only one of the characters) and record your voice using the Personal Space. Registering for a Personal Space allows you to access the materials and use our recording feature to record your pronunciation. You can also receive evaluations from Russian teachers and temporarily save your recordings. Refer to the PDF Guide on "How to use the Personal Space" available on the project website for more information.

VIDEO VERSIONS

VIDEO VERSION A. Videos with audio tracks and without subtitles. Watch and listen to these videos only if you already have some knowledge of Russian

VIDEO VERSION B. Videos with audio tracks and subtitles in Russian. This option will help you develop your listening and comprehension skills and will also improve your reading abilities.

VIDEO VERSION C. Videos with audio tracks and subtitles in a simplified phonetic alphabet. This option will help you develop your listening skills.

VIDEO VERSION D. Videos with subtitles in Russian and the audio track of only one of the two characters. This option provides you with the opportunity to practise pronunciation.

VIDEO VERSION E. Videos without subtitles and with the audio track of only one of the two characters. This version allows you to practise already studied phrases and pronunciation.

VIDEO VERSION F. Videos with the audio track in Russian and subtitles in each partner's language. This version will get you acquainted with the content of the dialogue.

VIDEO VERSION G. Videos with the audio track in Russian of only one of the two characters and subtitles in each partner's native language. This version allows you to practise pronunciation by role-playing the part of the muted character, using the subtitles to help you to remember the dialogue and to fill in the muted parts. You can record your attempts at speaking the muted parts in Russian using the Personal Space and can receive feedback from Russian teachers.

Version F and G are available on separate playlists, one for each of the partner languages. A video tutorial for using the videos is available on the RETOUR YouTube channel.

SUGGESTIONS

- Do not become discouraged if the dialogues seem too difficult at first, it is very important to keep going. Watch and listen the dialogues repeatedly if necessary. Remember that, especially in the beginning, it is not important to understand every single word, but rather to understand the overall meaning of the dialogues.

- Remember that you can usually slow down the speed of the videos on YouTube (go to settings and select your speed). This can be helpful if the dialogues seem to fast at first. The option to adjust speed is not available on every browser and tends to work best on Google Chrome.



EXPECTED RESULTS

With the usual hard work and perseverance necessary for language learning, you can expect to acquire communication competence in Russian, which will enable you to communicate with Russian-speaking tourists when performing in a professional setting.

FEEDBACK

For questions and recommendations, you can write to us at info@translex.ie.

This project has been founded with support from the European Commission. This publication [communication] reflects the views only of the author, and the Commission can not be held responsible for any use which may be made of the information contained therein.