***ABABSA Wahiba G01***

***Needs Analysis Questionnaire***

***Tour Guide***

*You are kindly requested to answer the questions below. The results of this questionnaire will be used for designing the English for tour Guide course.*

*Please put a tick on the correct options and write informations if required.*

1. *Please provide the following information :*
2. *Name :*
3. *Age :*
4. *Sex :*
5. *First language :*
6. *Any language known :*
7. *Status : student. Teacher. Employer. Parent. Others*
8. *What is your present level of ability in English ?*

*Basic (lower) Basic (upper) Intermediate (lower) Intermediate (upper) Advanced*

1. *For which period you need to learn the language ?*

*1 month. 2 months. More then 2 months*

1. *In which country will you work ?*

1. *How long will you stay there ?*
	1. *month 2 months. More then 2 months*
2. *What are your strengths and weaknesses in language ?*

| *Skill* | *Strengths* | *Weaknesses* |
| --- | --- | --- |
| *Listening* |  |  |
| *Speaking* |  |  |

 *7.What English skill do you need to improve to meet your professional goals ?*

|  | *Not at all* | *Little* | *Some*  | *Very much* |
| --- | --- | --- | --- | --- |
| *Listening* |  |  |  |  |
| *Speaking* |  |  |  |  |
| *Reading* |  |  |  |  |
| *Writing* |  |  |  |  |
| *Grammar*  |  |  |  |  |
| *Vocabulary* |  |  |  |  |
| *Pronunciation* |  |  |  |  |

*8.Please tick in front of your preorities.*

| *Topic* | *Not important* | *Important* | *Preority* |
| --- | --- | --- | --- |
| *Greeting and welcoming tourists to the tour.* |  |  |  |
| *Explaining safety rules, etiquette, and custom.* |  |  |  |
| *Describing cities ,museums ,and historical places.* |  |  |  |
| *Familiarizing people with history,culture,and customs of the area.* |  |  |  |
| *Answering tourists' questions.* |  |  |  |
| *Directing tourists through the right paths safely.* |  |  |  |
| *Thanking and saying goodbye* |  |  |  |
| *Others :* |  |  |  |

*9.What methodology is appropriate to you ?*

1. *Teacher- centered.*
2. *Learner-centered.*

 *10.How do you like learning ?*

*individualy. in pairs. In small group. In one large group*

 *11.you like learning :*

1. *by memory. ?*
2. *by problem solving ?*
3. *by getting information your self ?*
4. *by listening to audio materials (tapes,videos...)and taking notes ?*
5. *by reading and taking notes ?*
6. *by copying from the board ?*
7. *Others*

 *12.What type of material do you prefer to be used during the courses ?*

1. *audio materials like videos, tapes,and cassettes..*
2. *Printed material, handouts ,and materials from websites.*
3. *Text Books and work books.*
4. *a paragraph written on a whiteboard such as a dialogue between a tour guide and a tourist.*
5. *All these together.*
6. *Others*

 *13.you like learning through :*

1. *online courses.*
2. *classroom sessions.*
3. *Both.*

 *14.what are your opportunities for out-of-class activities ?*

 *None. Few. Enough. A lot.*

 *15.How many hours a week do you want to study English ?*

 *1-3 hours. 3-5 hours. 5-7 hours. More than 7 hours.*

 *16. When do you want to have your course classes ?*

1. *In the morning.*
2. *In the afternoon*
3. *Any time.*

 *17.Do you want to do homework ?*

 *Yes No*

*If “ yes ”, how much time a week do you spend on doing homework ?*

 *1-3 hours. 3-5 hours. 5-7 hours. More than 7 hours.*

***Needs Analysis :***

1. ***Personal background :***

*My sample is a female, 25 years old, her first language is Arabic ;she also speaks French.She Needs English for occupational porpuse to performe in her job as a tour guide in Hawaii for a month .Her present level in English is upper intermediate.*

1. ***Necessities :***

*The analyse of the questionnaire s' answers indicate the following :*

* *Listening ans speaking are the two prioritized skills needed (oral enalish),which is usually in form of conversation with foreign tourists.*
* *Specific vocabulary is needed to performe in this career .It can be limited a bit in some topics like :*
* *Greeting and welcoming tourists to the tour.*
* *Explaining safety rules,etiquette,and custom.*
* *Describing cities,museums ,and historical places.*
* *Familiarizing people with history culture and traditions of the area.*
* *Directing tourists through the right path savely.*
* *Thanking and saying goodbye.*
* *Some specific skills that must be mastered by learner like :*
* *How to make the trip become more informative and interesting.*
* *How to handle complains from the tourists.*
* *How to answer the questions from the tourists.*
* *How to offer helps to the tourists.*
* *How to give advices(suggestions)to the tourists.*
* *My sample also have some needs concerning the learning methods and atmospher as :*
* *She tends to learn using teacher-centered method rather than student-centered method.*
* *She prefer to learn individualy.*
* *She likes learning by listening to audio materials like tapes,cassettes,and vedios then taking notes,in addition to problem solving method.*
* *She tends to learn from text books and work books.*
* *She likes learning through classroom sessions (face-to-face) instead of online courses.*
* *She has enough opportunities for out -of- class activities.*
* *She wants to study English about 7 hours a week in the morning.*
* *She is able to do homework for no more than 3 hours.*

 ***Lacks :***

* *My sample lacks to what is called aspects of speaking such as :*
* *Expressing ideas with some grammatical mistakes (subject verb agreement.)*
* *Poor collocation i.e incorrect or inappropriate word choice*
* *Lack of vocabulary specially the terms which used frequently,Under the umbrella of “Tourism”.*
* *Poor pronunciation and enunciation problems like (the“ed” sound).*
* *Lack of confidence when using the language due to lack of permanent practice and patience.*

***Wants :***

* *A total acquirement of vocabulary which relates to “tourisme”in general .*
* *A complete acquaintence about the history, culture and custom of the place.*
* *Oral occuracy and fluently.*
* *Possessing a good level of self-confidence.*
* *An effective and successful communication with the foreign tourists.*