Материалы

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ENGLISH LANGUAGE ENVIRONMENT FOR THE SERVICE PERSONNEL

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Abstract. The paper is dedicated to the issue of studying the English language by service personnel. A study on the market of language schools in the city of Kazan was conducted to find out whether they provide that kind of courses or not. A case study research on the ways of improving the English language environment by sending the stuff to do an internship abroad or their participating in exchange programs has been made.

Keywords: language courses, service personnel, English for service personnel, language environment.

Introduction. Nowadays learning the English language is something that is not only a hobby, but a necessity. People need it to communicate with the business partners from all over the world, or to provide some services for international tourists. In Kazan we also need specialists who are able to speak the English language, because there are a lot of international events being held, especially sporting events. However after conducting a research it was revealed that there is no required English language environment for service personnel to be able to communicate with clients well enough.

Language environment is an environment where the learning of the foreign language takes place. There are two types of the language environment: natural (in a country or community of native speakers), and artificial (recreating the natural language environment using various learning technics). The language immersion involves a constant contact with the foreign language.

The problem of the research is the lack of the mechanisms of the English language training of service personnel in Republic of Tatarstan.

The aim of the research is to study the effective mechanisms of developing the English language environment for the service personnel in Republic of Tatarstan.

The objectives:

- 1. To analyze the market of language schools and other organizations providing the English language training in the city of Kazan for the availability of English language courses for service personnel.
- 2. To make a case study on the ways of improving the English language environment by sending the stuff to do an internship abroad.
- 3. To review the experience of exchange programs offered by service organizations for their personnel.

The methods of the research: observation, case study, the analysis of scientific literature related to service sphere.

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