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ENGLISH COMPETENCE IN DIALOGICAL SPEECH OF FUTURE SPECIALISTS IN TOURISM INDUSTRY AND ITS STRUCTURE

Nowadays, tourism industry is a service industry and a key factor of society development. It requires certain information contact between people, providing interpersonal relations. Tourism industry is an active form of human communication that helps to reach better understanding between nations and establishes development of cultural, international and economic connection.

New tendencies of education development provide learning of foreign language taking into account communicative approach, and implementation of this approach aims at forming dialogical speech of future specialists in tourism industry, as a dialogue is a communication process.

The purpose of the thesis is to analyze the concept and structure of English competence in dialogical speech of future specialists in tourism industry.

Having analyzed available scientific investigation fund (concerning methods of teaching of foreign languages and cultures (I. Zadorozhna, L. Morska, S. Nikolaieva, etc.); defining the concept of English competence in dialogical speech (V. Chernysh); foreign-language training of specialists in tourism industry (M. Galytska, G. Cherniy, A. Chufarlicheva, etc.) [1–6], the relevant educational documents (such as the educational and professional program of junior specialist's training in tourism industry), the author's definition of the main concept "English competence in dialogical speech of future specialists in tourism industry" is provided: it is an integrated quality of a personality, a component of professional competence that requires availability of professionally oriented (professional) knowledge and also the concerning theoretical bases of a dialogue (subject knowledge); phonetic, lexical and grammatical skills connected both with listening and speaking (abilities to initiatively begin a dialogue, to react to replicas of an interlocutor, to communicate taking into account geographical, linguistic and cultural features of an interlocutor).

We distinguish such structural components of English competence in dialogical speech as linguistic competence, including corresponding knowledge (subject and professionally oriented) and skills (phonetic, lexical, and grammatical); speech competence – abilities in listening and speaking; sociocultural competence – geographic, linguistic and cultural competences; strategic competence.

Subject knowledge is information about dialogic unities, functional types of dialogues and language features (declarative knowledge); background knowledge – ready-made speech units (so-called "templates", "clichés" – greeting, farewell, expressing gratitude, etc.) and procedural features (social and cultural features – about speech and non-speech behavior of foreign language speakers). Professionally oriented knowledge is English vocabulary relating to hospitality, restaurant services (catering), tourism operators and others.

Linguistic (language) skills are the base of competence in English dialogical speech of future specialists in tourism services. These skills consist of phonetic (listening and speaking exercises) – provide the perception of certain sounds and their combination in a speech stream, feel intonation, make up our own statements in accordance with the phonetic rules of a foreign language; lexical skills help in the perception and understanding of the semantics of lexical units, can be used in the process of speaking; grammar skills are useful in recognition of grammatical forms in listening and making up replicas according to the grammatical rules of a foreign language.

A skill in speaking is the future specialists in tourism services replicate ability, make up dialogic unities, microdialogues and dialogues of certain functional types.

Geographic competence requires knowledge of ways of life and culture of foreign language speakers, linguistic (language) and cultural competence provides means of verbal and nonverbal behavior of foreign language speakers.

Strategic competence leads to the use of linguistic and contextual guesswork and paralinguistic means to understand an interlocutor.

Developing of methods of forming English competence in dialogical speech of future specialists in tourism industry are prospects for further scientific investigations.

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