

**T.C.
MİLLÎ EĞİTİM BAKANLIĞI**

EĞLENCE HİZMETLERİ

MESLEKİ YABANCI DİL-1

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- Bu modül, mesleki ve teknik eğitim okul / kurumlarında uygulanan Çerçeve Öğretim Programlarında yer alan yeterlikleri kazandırmaya yönelik olarak öğrencilere rehberlik etmek amacıyla hazırlanmış bireysel öğrenme materyalidir.
- Millî Eğitim Bakanlığınca ücretsiz olarak verilmiştir.
- **PARA İLE SATILMAZ.**

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INSTRUCTIONS

ALAN	Eğlence Hizmetleri
DAL/MESLEK	Animatörlük-Çocuk Animatörlüğü
MODÜLÜN ADI	Mesleki Yabancı Dil 1 (Eğlence Hizmetleri)
MODÜLÜN TANIMI	Eğlence Hizmetleri elemanlarının iş hayatında karşılaşacakları İngilizce terimler, ifadeler ve bu alanda yazılmış kaynakları anlamalarını, yorumlamalarını kolaylaştıracak, görev sorumlulukları konusunda tereddüte düşmemelerini olanaklı kılacak, yabancı ast/üst iş arkadaşlarıyla öğrendikleri kural ve sorumluluklar çerçevesinde bilinçli bir kollektif çalışma yapabilmelerini sağlayacak vb. bilgileri kapsamaktadır.
SÜRE	40/32
ÖN KOŞUL	Temel İngilizce Gramer bilgilerini almış olmak.
YETERLİK	Mesleği ile ilgili yabancı dildeki (İngilice) yayınları okumak ve anlamak.
MODÜLÜN AMACI	Genel Amaç Modülün gerektirdiği uygun ortam öğrenciye ortam sağlandığında, Eğlence Hizmetleri departmanında ve animasyon programlarında kullanılan terimleri ve uygulamaları, yabancı dilde okuyarak ve yazarak, ifade edebilecektir. Amaçlar <ol style="list-style-type: none">1. Animasyonun tanımını, personel çeşitlerini ve animasyon programlarını yabancı dili kullanarak okuyacak, yazacak ve ifade edebilecektir.2. Yabancı dili kullanarak animasyon programlarını planlayabilecek, çalışma alanlarını düzenleyecek, animasyon masasında misafirlerle iletişim kurabilecektir.
EĞİTİM ÖĞRETİM ORTAMLARI VE DONANIMLARI	Ortam: Sınıf, işletme Donanım: Bilgisayar, İngilizce sözlükler (general & vocational), mesleki yabancı dil ile ilgili yayınlar, mesleki örnek belgeler
ÖLÇME VE DEĞERLENDİRME	Her öğrenme faaliyetinin sonundaki test soruları vs., öğrenme faaliyetinde edindiğiniz bilgi ve becerileri ölçmektedir. Bu soruları cevaplandırarak kendi kendinizi değerlendirebileceksiniz. Aynı sonuçları kullanarak öğretmeniniz de teorik ve pratik kazanımlarınızı değerlendirebilecektir.

INTRODUCTION

Dear Student,

As is known, tourism has a social and economic importance in the world. Every country is interested in the economic influence of tourism on its development. Therefore, proper entertainment services should be given to visitors/guests. The tourist's stay should include various activities of sports, recreation, culture and entertainment. Animation activities are the most important way of filling the free time of guests. The guest must be quite satisfied.

An animator who often works at holiday resorts to entertain/help the guests is the backbone of the animation activities. As well as knowledge, skills, abilities and experiences, psychological and physical characteristics have a vital significance for being an animator.

If you would like to have a good career as an animator in tourism sector, this module will help you efficiently. Please do not forget that an animator must have an ability to organize, plan, coordinate and control the degree of satisfaction of the needs and wishes of guests and keep the following aphorisms/warnings in mind.

- Entertainment activities must respond to the needs of the guests!
- The best guest is a satisfied guest!
- Please be clean and friendly!
- Please be in positive contact!
- Please pay attention to details!
- Please try to be careful, meticulous and planned!
- Please pay attention to cultural differences!
- Please be open to innovation!
- Please have a working discipline!
- Please be very prudent!
- Please make a careful research!
- Please be alert for accidents and hazards!
- Please be careful, observant and collegial!

LEARNING ACTIVITY-1

AIM

In this part, you will be able to learn the description, history and the functions of the animation and the kinds, features and missions of the entertainment service staff. Besides, you will be able to learn the details, contents and the arrangements of an animation program in a foreign language.

RESEARCH

- Go to a well-known hotel and interview with an animator of the hotel about the animation and its history, then prepare a powerpoint presentation to share your information with your friends.
- Research the historical development of animation in your own area, prepare a report including your searching results and present it to your classmates.
- Find different animation programs from well-known facilities around your area and compare and contrast them to your friends' in the classroom.

1. ENTERTAINMENT SERVICES

1.1. Animation

1.1.1. Description of Animation

The English word "animation" was derived from the French abbreviation of "anime" which means activation in English and "canlandırma" in Turkish. In general, it includes all the activations like cartoons on TV/ computer because a simulation of movement created by displaying a series of pictures, or frames is an animation as well.

Animation is a social event and can be performed as day and evening programme. Since primitive communities, animation has been used in various ceremonies and in these ceremonies, we can also see face painting, masks, accessories, decors, costumes and needed animation materials.

Entertainment services use all the animations to make the guests have fun and increase the demands on the business organization. Consequently, animation is a set of activities that have the features of entertaining, presenting an activity, activating the guests, providing guests with a great time to spend and having fun elements.

An animator is a person who communicates with the guests/tourists and prepares assorted animation programmes to entertain guests of all ages and hobbies. Therefore, he/she

must be well-educated, specialized, skillful, hospitable, friendly, sociable, patient, active, well-kept to keep the children/adults occupied and entertained.

Animation activities take place not only in tourism establishments/holiday resorts but also special organizations such as fairs, festivals, congresses, opening ceremonies, even private parties. The materials which are used in these animation activities (accessories, decors, costumes and face make up methods etc.) form an essential, indispensable and a separate sector.



Picture 1.1: Animation Activity



Picture 1.2: Animation Activity



Picture 1.3: Animation Activity



Picture 1.4: Animation Activity

1.1.2. History of Animation

As from primitive societies, "Movement and Dance" has been one of the methods of people's self-expression. The basic of animation performances has been formed on dance and the similar animations which have been held in the primitive societies' rituals/ceremonies to get closer to the nature and ward off the evil spirits. In these rituals, especially masks, accessories and face paintings have been used much. Animation has been seen full of animals and then humans. Animation is a social and artistic activity that has come from paper to screen and from primitive societies to the present. With the development of technology, animations have had different dimensions. Especially with the development of computer technology, the designs made by computer programmes have become the most widely used method in the film and television industry.

The reason for the emergence of animation in tourism was formed as a result that the accommodation and catering services which are served by the business organizations have been insufficient confining the guests to the resort. At this stage, it is necessary to increase the differences in creation of making the resort more attractive and pleasing for guests. In the light of this, some activities have been produced in order to make the guests have fun and spend pleasant time. New games added diversity and richness to the entertainment culture and this wealth will continue to increase.

In Turkey, the potential of tourism is quite high. In terms of animation, Turkish Folklore offers a rich source as you can easily see men in women dresses in weddings and

the games at village nights to have fun. To keep the guests stay at the rest area more during their accommodation period, Turkish Night Shows have been performed. In 1960, French Club Med Business Organization has been pioneered in this regard. The aim of these shows was to introduce the Turkish culture to the foreign guests. In this day and age, these kinds of shows are resorts' indispensable activities. In the early years, foreign animators were brought to our country to perform these activities but now Turkish animators have been working. However, there is a need of well-educated, talented, skillful and qualified animators in this sector as the education about animation is not provided in Turkey. That's why there are still so many foreign animators in our country. In Turkey, animation training is given in only Animation Department of Çeşme Vocational School of Higher Education. From the academic year 2005-2006, the education in the branch of Recreation and Children Entertainment is given in vocational high schools.

1.1.3. Functions of Animation

Animation activities (recreational activities) are related to everything that adds action to tourism, make holiday and tour interesting. Recreational activities have different functions in terms of tourism sector, organizations and tourists. Besides, it has social functions, too.

Firstly, we must look at the functions for tourists; people who have been working for all year round try to relax physically and emotionally taking part in fun activities on a voluntary basis.

Functions of animation activities for tourists can be listed as follows;
Tourists;

- Get relaxed by taking part in physical, social and emotional activities.
- Are satisfied with their willing of competition and winning emotionally.
- Spend energy by actively participating in socio-cultural activities, sports and so on.
- Reduce the tension by throwing out the negative energy which they have had in their working life.
- Fulfill the resting needs by means of sports activities and games.
- Get rid of the daily routine by taking part in different activities.
- Cover the needs to have fun and in this way strengthen their ties with life.
- Increase the cohesion skills of gaining success, creativity, being appreciated, personality development and forming a compound with ethnic groups.
- Gain an ambiance and the facility of establishing friendship, using mental powers, acquisition of new and emotional experiences, physical and mental strength, feeling the beauty.

“Activities with the participation of more than one person” is a social phenomenon. “Animation activities with the participation of guests from many different countries” is the best way of culture transfer and sharing (Hazar, 2003).

Social functions of animation activities can be listed as follows;

- Cultural transfer is formed by animating old-traditional life and entertainment styles. For example, at the Turkish or Italian nights, non-existent cultural features shouldn't be performed.
- Fusion of different group of people and getting rid of prejudices are provided by sharing their cultural values with each other.
- Animation activities, as socio-cultural events, provide facilities and environments to fulfill the social needs of individuals such as making friends and joining a group.
- Animation activities are the set of services that provide important contributions to the tourism sector.

Functions for the sector can be listed as follows;

- By means of entertainment services, a problem of product variety which is one of the major problems in Turkish Tourism can be solved.
- In accordance with the concept of modern marketing, supplying the needs of tourists is intended. Thus, the demand of tourism will increase and new business areas and business volume will be created.
- The contribution to Turkey's promotion and its image of touristic country will be ensured.
- Tourism season can be extended in virtue of dissemination of animation activities such as festivals through the entire year.

In spite of the fact that the aim of animation activities is to enliven tourists, it will ultimately be reflected as a contribution to the business organisation. Recreation activities are used to keep the guests at the resort during their stay without getting bored.

Establishment functions and contributions can be listed as follows;

- Entertainment activities are used as a marketing tool for business organizations.
- The guests who leave the organization with pleasant feelings make a positive ad.
- Recreation activities make the establishment more lively and dynamic.
- A significant rate of revenue can be achieved by extending the tourists' length of stay.
- As well as the touristic country image, different and good firm image will be created.
- In addition to the sales of food and beverage, an important side income will be provided.
- By courtesy of Re-trip (to bring tourists back again), the cost of attracting new tourists will be reduced (Ece, 1987).
- Entertainment activities provide a brand in any fields for the establishment. For example, if there are areas including children's club, families with children will prefer this organization or if there are sport areas, people who love sport activities will prefer this organization.

1.2. Entertainment Service Staff

1.2.1. Titles Used in the Entertainment Services



Picture 1. 5: Entertainment Service Staff

“Animation services” is a team effort. Team tasks are designated for everyone in the team and everyone is responsible for making his/her own tasks in the best way. Animation services will be successful if the whole staff, from entertainment manager (highest rank) till animator (lowest rank), completes their tasks properly. Depending on the size of the establishment, the capacity of the team can be changed. However, there are the same full members in each entertainment business department: Entertainment manager, animation chef and animators.

Although there is an entertainment coordinator at the top of the organization diagram of chain hotel groups, in some establishments we can see the entertainment manager at the top. In big sized establishments, there are sports animator, dresser, sound technician and light technician but in smaller facilities, an animator can have all these tasks by own his/her body.

- A.1. Entertainment manager
 - A1.1. Animation Chef/Supervisor
 - A.1.1.1. Game animator
 - A.1.1.2. Sound/light technician
 - A.1.1.1.1. Sound/Effect technician
 - A.1.1.1.2. Light Technician
 - A.1.1.1.3. DJ

- A.1.1.3. Stage manager
 - A.1.1.3.1 Choreographer
 - A.1.1.3.2 Dance Team
 - A.1.1.3.3 Dresser
- A.1.1.4. Sports Chef
 - A.1.1.4.1 Individual Sports
 - A.1.1.4.2 Aqua/Water Sports
 - A.1.1.4.3 Gym
 - A.1.1.4.4 Collective/Public Sports
- A.2. Mini Club Chef
 - A.2.1 Mini Club Animators

The list above is an example as each establishment can create a different list or organization diagram according to the features of their facility. The most important thing is that the members of the team must do their tasks accurately and work in a harmony with each other.

1.2.2. Qualifications of the Staff

Animators must have some qualifications to fulfill these tasks. These qualifications can be his/her own personal characteristics or the qualifications which they have had through trainings. An animator can improve his/her own characteristic features and by this way he/she can reach the success in his/her business.

An animator must;

- Have a good physical appearance.
- Have strong social aspects.
- Be open to communication.
- Have a sense of humour.
- Have practical intelligence.
- Be able to make organizations.
- Have proper, accurate and fluent diction.
- Be inclined to teamwork.
- Have developed sense of aesthetics.
- Be energetic and creative.
- Be open to developments and innovations.
- Be able to speak at least one foreign language.
- Be tolerant and show respect to differences.
- Be open to be criticized.



Picture 1. 6: Serving all guests without any discrimination.

1.2.3. Tasks of the Staff

The purpose of the animation team who works for entertainment department is to ensure that the guests are having fun with amusing and assorted activities in the facility where they stay. This is the task of all the members of the entertainment department. Although in some establishments animators are called different titles, in general they have common tasks. The members of the team must establish a positive and kind relationship with the other members of the entertainment staff, the staff working in the other departments and the guests abstemiously. In this section, the general duties of the staff involved in the entertainment department will be discussed separately.

Entertainment Coordinator:

He/she takes place only in the chain hotel groups. He/she is responsible for all the works of entertainment department and ensuring the coordination of the entertainment departments belonging to the chain hotel groups. When there is no entertainment manager in an establishment, animaton supervisor takes place under the entertainment coordinator.

Entertainment Manager:

He/She works in the cooperation with the general manager of the facility and is responsible for all the “animation activities” in point of its organization, management, coordination, operational monitoring, supervision and the training of the employees working under him/her. Entertainment Manager as at the top level of the entertainment services department regulates the working hours, promotions and tasks of all his inferiors. He/She has an official authority for hiring and firing.

Entertainment Manager must know the recreation activities, needs and the expectations of his/her guests and facilities of the establishment if he/she wants to fulfill these tasks properly. A good leader must be a careful observer of human relations and communication management, as well as being a full-fledged required. In addition to all these, he/she must also have a talent of organizing, a sense of responsibility and an entrepreneurial spirit. He/She must be able to provide the continuous development of himself and his team.

Animation Chef/Supervisor:

In all facilities, there is an animation chef who is at the top level of the team of entertainment department. He/She is responsible for the entertainment manager or the entertainment coordinator if available.

The task of an animation chef is;

- to prepare and apply all the programmes of entertainment department.
- to train animators.
- to distribute tasks.
- to provide one-on-one communication with guests.
- to plan and promote entertainment department.
- to keep track of daily work.
- to make a budget together with the entertainment services manager.
- to give proper duties to animators.

All the other animators work under the animation chef and responsible for the duties what the chef gives. Some of his/her duties are to make the guests enjoy themselves during their stay, keep in touch with guests constantly and ensure the implementation of activities on a regular basis. Besides, he/she must decorate, fix and renew everything/everywhere they have been using in the entertainment department with their chef.

Apart from this, all the animators have a joint task below;

- to serve and guide the guests.
- to intensify the attention of the guests towards continuous and specific objectives.
- to provide a peaceful vacation for the guests opening a door to tell about themselves.

Animators work under the animation chef, and take different charges due to their proficiency in their work.

The main ones are these:

- stage manager
- choreographer
- decorator
- dancer
- dj (music technician)
- sound/light technician
- sports animator
- mini-club animator

Stage Manager:

He/She identifies and provides the carrying out of all the plays, games, sketches and performances which will be shown on the stage in collaboration with the other members of the team. He/She is responsible for the coordination of the team members such as decorator, dresser, show team and the choreographer. He/She determines the tasks, how to use the stage and follow up the works during the show.



Picture 1. 7: Stage Manager

Choreographer:

He/She himself/herself makes the decision about how the stage will be used during the show, how many members will take place in the show, which gestures will be used, at which part of the stage the members will take place. For this reason, a choreographer must be a creative person, have knowledge of dance, a professional approach and an aesthetic perspective.



Picture 1. 8: Choreographer

Decorator:

A decorator is responsible for designing the decors or accessories and placing the right decor pieces and accessories to the right places at the stage for the show. A decorator (Interior designer) must be knowledgeable in designing, skilled in painting and drawing, and have a sense of aesthetics.



Picture 1. 9: Stage Decorators

Dancer:

Each establishment has a team of dancers since dance shows and courses take place in animation activities. Dancers must be trained in dance and different dance styles must be known and applied by them.



Picture 1.10: Tango Dancers

DJ (Music Technician):

Music is played while the guests are eating and relaxing and also during the activities. DJ is the person who is responsible for playing the music those times. This is the reason why a DJ must have a wide repertoire of music and choose available music for the situation.



Picture 1.11: DJ

Sound/Light Technician:

During the various activities in entertainment services department, a lot of devices belonging to the sound and light system are used. These devices require professional users because the sound and light systems are quite delicate and complicated. That's why sound and light technicians must be trained as technicians. In addition to using these devices, he/she is in charge of protection, repairing, and maintenance of this system.



Picture 1.12: Sound/Light Technician

Sports Animator:

Sports animator is a person who is responsible for planning, preparing and applying of the whole sports activities that will be carried out in the facility. In most of the facilities, sports animation task is executed by the professional sporters (sportsman/sportswoman). Different sports animators serve different branches of sport. For instance, specialized athletes are used for different sport branches such as archery, water sports, gymnastics and team sports.



Picture 1. 13: Sports Animaton

Mini-Club Animator:

He/she is responsible for running the children club. An animator who will work with children must be patient, attentive, endearing and cheerful. Since adult activities differ from activities which are carried out with children, mini-club animators must be trained in a different way. One who does not like children, doesn't work in mini-clubs.



Picture 1.14: Mini Club Animator

1.3. Animation Program

Everything which is needed to realize an organization of all kinds of activities and demonstrations in entertainment services must be determined/planned before the beginning of the season by the animation chef and the team in advance. These determinations will be prepared on the basic criteria of guest profiles, number of personnels, period of guest stay and the facility property. As a result of these preparations, organization works will begin and the animators, duties, areas of activities to be done, required equipments, etc. will be settled.

FRIDAY, APRIL 12th	
4-10 pm	Mini Golf and Ice Creamery Open
7 pm	Family Board Games-Meet at the Riverbirch Pavilion.
SATURDAY, APRIL 13th	
10am-10pm	Mini Golf and Ice Creamery Open
11 am	Arts and Crafts - At the Riverbirch Pavilion.
2 pm	Paddle Boat Races-Meet at the paddle boats behind the Beach House
4 pm	Hayride - Meet in front of the camp store
7 pm	Candy Bar Bingo-Meet at the Riverbirch Pavilion. Bring your favorite Candy Bar!
SUNDAY, APRIL 14th	
9 am	Sunday Worship Service - At the Amphitheater
10am-10pm	Mini Golf and Ice Creamery Open
11 am	Arts and Crafts - At the Riverbirch Pavilion

Picture 1.15: A. Program Sample

Daily Activities For Couples Sans Souci

SUNDAY

MONDAY

TUESDAY

WEDNESDAY

RAINY DAY ACTIVITIES

Picture 1.16: Animation P. Sample

1.3.1. Types of Programs

The work schedule will be prepared in different ways according to the features of the facility. The types of program are determined according to the features of the facility, guest profiles and working styles. Different programs responding to different needs are prepared as many events in the facility performed throughout the season. Operation/work programs are prepared in several types. Their main goal is to be ready for all kinds of activities and performances which will be held throughout the year.

The work programs are as follows;

- Seasonal programs
- Weekly programs
- Daily programs
- Special event programs
- Special group programs

Seasonal programs:

A program including various activities which will be used throughout the season is prepared by the facility. This program is thought to be repeated every fifteen days or a week (duration of package sales) according to the duration of guests' stay. In order not to make the guests face with the same activities during their package period, various activities must be distributed into the program in a balance. In addition to everyday activities, the special demonstrations must be prepared weekly or for a fifteen-day period in a season as well.

Weekly programs:

Guests usually settle in facilities for the period of fifteen days or a week. Therefore, weekly programs are prepared for this period of guests in especial. For the guests arriving in two-week periods, in order not to make them face with the same activities, assorted activities changing in fifteen-days will be planned.

Daily programs:

Daily programs are prepared much more attentively than the others. In this planning type, animators' duties, time, place and type of activities and performances are identified one by one. Off days and weekly work timetable of animators must be pre-defined in order to take office in these programs.

Special event programs:

Plans of the festivals during the year, Easter and the New Year are prepared before the season starts. The national and the religious days of the guests' from various nations are determined taking in the account of the facility guest profile and the plans of the suitable activities and performances are located according to the features of these special days. Apart from these the programs of Latin Dance Night, Rome Night and Turkish Night must be planned.

Special group programs:

A facility can have convention events or different guest groups like closed-groups right along with the usual guests. The programs related to these types of groups are formed in the direction of the content of the organization and the event director's demands before the season. This kind of group bookings can be done during the season as well.

1.3.2. Features of Programs

Hotel animations, resort animations and special event animations are different from each other and have different features.

Animation programs must;

- be entertaining:
- be sparkling:
- appeal to different senses:
- address to guests' interests:
- be clear/open to communication between the viewer and the animator:
- have activities with different properties:
- be attractive:
- arouse the willingness to participate in activities

Be entertaining:

Activities which make the guests laugh, have fun and get relaxed must take place in the animation program. Boring activities mustn't be prepared for the guests since they want to spend good time.

Be sparkling:

Activities mustn't be boring but can be eliminated and well-balanced according to the ages and the physical features of the guests. Prepared programs can be more lively for young people whereas more bustling activities may not be right for middle-aged or over.

Appeal to different senses:

Activities must appeal to either eyes or ears. Guests also are affected by the visual richness of the content of the activities.

Address to guests' interests:

In the selection of activities, characteristics and interests of the guests must be considered. Guests' interests can be predicted according to their ages, nations and several features or the experiences gained in the previous years and the former data from the guests' requests forms can be utilized.

Be clear/open to communication between the viewer and the animator:

Animation activities must definitely be interactive and not make guests passive. In most activities, guests are both viewers and participants. They can accompany animators and have roles at the stage.

Have activities with different properties:

The activities in the work program shouldn't be humdrum and the repetition of each other. They must be active-less mobile-cultural activities, games, competitions, sports or activities in different locations.

Be attractive:

Planned programs must certainly be attractive. Remarkable activities attract more participants. In activities with great number of audiences, participants will feel special and privileged.

Arouse the willingness to participate in activities:

When the guests see the activities or activity ads, they must have the feeling of being involved. In this way, animators won't be in the position of looking for participants. Attractive activities will make the guests be tied to the facility.



Picture 1.17: Rome Night Show



Picture 1.18: Fire Show

1.3.3. Considerations for the Preparation of the Program

Some elements must be considered while preparing an animation program. Animation programs must be fit in the brand, image, properties of the facility and the guest profiles.

Physical properties of the facility:

General area arrangements in facilities must be made by taking into consideration of the working places which are needed by entertainment services. However, while making these arrangements, varied interrelated units shouldn't be placed if they are separated from each other. On the contrary, crossing each other should be easy and convenient. To increase the attractiveness of the facility and activities, the natural environment must be kept as much as possible.



Picture 1.19:Physical property



Picture 1.20: Physical property

Brand contribution:

The activities offered are identified with the facility itself. Therefore, facilities should prepare activities to suit their own names and grades. When they are watched, the activities which will remind guests of the facility itself should be prepared. Catchy and memorable music, songs, activities, performances, shows, etc. will have a vital importance in the study of brand. The programs prepared for quality will announce the name of the facility in the sector. This is a sales policy and in this regard, a professional team must be worked.

MEASUREMENT AND EVALUATION

Evaluate the given knowledge, if it is True, write “T”, if it is False, write “F” to the end of the sentences.

1. () Tourists get relaxed by taking part in physical, social and emotional activities.
2. () Fair is a kind of special organisation.
3. () Accommodation and catering services are sufficient confining the guests to the resort.
4. () In the early years, Turkish animators worked to perform recreation activities, but now foreign animators work in their place.
5. () In order to strengthen the tourists’ ties with life, animation activities must help them to get rid of the daily routine.

Fill in the blanks with the suitable vocational terms given below.

making – friends - special – organizations – activities – satisfied - formed

6. Cultural transfer is _____ by animating old-traditional life and entertainment styles.
7. Animation activities provide environments to _____ and joining a group.
8. Tourists must take place in _____ on a voluntary basis.
9. Animation activities take place not only in tourism establishments/holiday resorts but also _____
10. If one would like to have a good career as an animator in tourism sector, he/she must not forget that “the best guest is a _____ guest!

Find the following words in the puzzle.

ACTIVITY / DEMAND / OFFER / ANIMATION / GUEST
VOLUNTARY / CULTURAL / QUALIFIED / FACILITY / PROVIDE

Y	T	I	V	I	T	C	A	X	C	F	F	N	E
V	R	Q	Z	U	D	B	U	T	V	E	O	W	E
O	F	E	Y	S	E	E	H	L	H	I	P	B	K
L	Z	Y	F	H	D	C	M	B	T	H	A	L	A
U	Y	T	Q	F	I	B	P	A	H	U	F	Q	K
N	P	I	I	P	O	J	M	P	N	O	R	O	A
T	S	L	L	S	U	I	L	I	A	D	F	A	J
A	D	I	L	D	N	F	A	Q	S	J	L	K	L
R	K	C	Q	A	L	I	F	I	E	D	J	Y	O
Y	D	A	H	E	D	I	V	O	R	P	S	V	A
B	S	F	B	S	Y	U	S	V	G	U	E	S	T

Use your dictionary to find and write down their Turkish meanings below.

11. _____ = _____

12. _____ = _____

13. _____ = _____

14. _____ = _____

15. _____ = _____

16. _____ = _____

17. _____ = _____

18. _____ = _____

19. _____ = _____

20. _____ = _____

Circle the correct answers in the following questions.

21. Which one is a basic performance of an animation?
A) Dance
B) Rituel
C) Catering
D) Establishment
22. An animator must be;
A) mean
B) stunning
C) hospitable
D) generous
23. How can an animation be performed?
A) as a day program
B) as a day and evening program
C) as a week program
D) as an evening program only.
24. Resorts including children's club are preferred by;
A) children
B) guests
C) parents
D) animators
25. What was the reason of having animation performances in primitive societies?
A) To ward off the evil spirits
B) To welcome the spring
C) To relax and get rid of the negative energy
D) To follow the innovations of the technology

Put the words in the correct order and translate the sentences into Turkish.

26. the guests / be tied to /Attractive activities/the facility/will make//
.....
.....
27. must be determined/before/demonstrations/the season/the beginning of /and //All activities/
.....
.....

-
28. will have/brand/a vital importance/Catchy and memorable activities/in the work of/.
.....
.....
29. guests/programs/needs of/respond to/different/must/Different/.
.....
.....
30. An/entertainment/animation/and/are/base/members/manager/of/chef/the/animation/
team/.animators/an/
.....
.....

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, pass to the next learning activity.

LEARNING ACTIVITY-2

AIM

In this part, you will be able to prepare activity programs for animation program which are appropriate for guest features, guest profiles and brand contribution in entertainment services. In this part, you will be able to learn how to arrange work place according to hygiene rules and activity features clean and coordinately.

RESEARCH

- Search for the animation programs which are fittingly prepared for guest features, guest profiles and brand contribution in entertainment services taking account of the evaluation criteria. Then prepare a report to present it to your classmates.
- Search for the work places used in entertainment services and get information about them. Then prepare a report including this information and share it with your classmates.
- Go and visit a famous facility/resort around your area, interview with an animation chef and get the knowledge of arrangements, procedures, forms, materials, etc. from him. Then create a report and present it to your classmates.

2. PLANNING

2.1. Animation Planning

Animation programs should be planned before implementation.

The purpose of this is to;

- serve all participants without any discrimination.
- cover social needs of guests.
- make guests participate in all activities.
- be able to strike a right balance among guests.
- respond to guest requests and expectations.
- ensure a balance among activity types.
- use establishment resources correctly and efficiently.

The planned programs for these purposes will increase the profitability of the facility, add attraction and cause an addiction.

2.1.1. Planning Steps

Activities are determined and professionally assessed at every step of activities. In addition, all of these stages must be formed by chief animator and entertainment manager who are specialized in their profession.

Identifying the Activities:

Determining the activities is the first step of planning.

The steps of planning the activities in programs are as follows:

- reviewing the facility areas that are appropriate for activities
- identifying the resources (financial and personnel, etc.)
- identifying the activity types
- choosing the activities, reviewing the priorities
- creating the program types (seasonal-weekly, etc.)

Identifying the Location:

Determinations for activities, activity locations, area arrangements, needed time are made and making plans for the completion of the necessary work, they are prepared for the season within the prescribed period of time.

Identifying the equipments:

At this step, every material, equipment or system which will be used for both activities and shows is determined. All these supplies will be provided after creating stage layout, determining the width of stage, height of stage, entry and exit points and they need to be addressed in detail one by one. Then missing things are provided.

Evaluating:

As the last step, the program needs to be evaluated. These assessments are made in two ways.

Evaluating the prepared program:

Before the start of season, the planned programs must be assessed in terms of suitability according to certain criteria. If there are defects discovered in the program, alternative shows must be put in its place. In order not to make the guests get bored, different and various activities must take place in the program taking the continuous guests (re-trip) into consideration.

Evaluation Criteria:

- appropriateness for identified guest profiles and expectations
- percentage of attractiveness
- suitability of facility resources
- compliance with work plans, etc.

Evaluating the Performed Program:

This evaluation is important in terms of defining guests' satisfaction with offered animation programs. Defects and unpreferable parts of the program should be indicated and not be used for the next years. The reasons behind these defects should be searched. Besides, as entertainment services will reach the targeted line and attractiveness thanks to these evaluations, guests should make evaluations about the shows and even the animators. In addition, the results of these assessments will be a guide for the next seasons.

Evaluation Criteria of the Performed Program:

- compliance with the prepared program
- compliance with guest profiles
- meet expectations and demands of guests
- animator effect
- success rate
- percentage of charm
- defects
- complaints
- gratifications

Those numbers of 1, 7, 15 in the chart represent animators. Instead of writing a long list of all animator names, each number represents each animator. Number will show the tasked animator.

Activity Planning Process Steps:

- to determine the activities which are suitable for guest profiles and facility properties
- to determine the area of the activities implemented
- to determine the equipment that will be able to be used in activities
- to determine the animators who will have tasks in activities
- to determine the methods/ways of the activity promotions and ads
- to determine the methods of evaluating criteria at the end of the activity

2.1.2. Planning Considerations

There are principles that should be considered when planning programs to be implemented at resorts and hotels. These planning principles prepared by taking the animation programs into consideration will lead to a successful season including guest satisfaction, guest addiction and productivity.

These principles should respectively be considered as;

- topic
- animator features and role distribution
- balancing activities
- working places
- materials
- promotion

Topic:

While addressing the issues of animation programs, guest profiles including guest nations, features, gender, professions, etc. must be observed without fail. Guests may have different expectations such as making friends, playing games, spending good time and so on. They have different needs, for instance, guests at high standards like sporters need special activities, elders wish to chat in calm and peaceful atmosphere and participate in less dynamic activities, teens would like to be in active, energetic, dynamic and adventurous activities, parents prefer relaxing activities for themselves and safe activities for their children. Guest expectations must be satisfied/pleased in this direction because it should be noted that the satisfied guest is called “re-trip” who can prefer the same facility once again. The topics of activities mustn’t be recurrent or remind each other and the end of sketches, parodies or competitions should be unpredictable. A charming element will occur only in these kind of prepared programs.

Animator Features and Role Distribution:

While determining the programs, abilities and skills of the animators who will take place in shows or activities must be taken into consideration. Activities or shows are not chosen according to the abilities and skills of animators, but suitable and talented animators are chosen for the activities or shows. However, if there is an animator who has a talent of illusion, this time, illusion activities/shows can be prepared according to him/her.

Activity Balance:

Planned activities must be extended throughout the day. If not so, guests will get bored in the remaining period of the day. In the night shows, competitions, parodies or sketches which are similar to each other must not be sequenced. Distribution must be aligned according to their topics and contents, etc. Otherwise, inattentive or sloppy prepared program will not have attractiveness. Besides, activities mustn't always be performed in the same place/area. They are conspiratorially distributed to all around the facility.

Activities are divided into four as;

- active-passive
- fiction-nonfiction
- group-individual
- high risk-low risk

Active-Passive:

Whereas in passive activities, guests only watch the performances as viewer, in the active ones, the guests are participants of the activity.

Fiction-nonfiction:

If a show is based on a text, it is called fiction activity/show and if it does not have a text and is acted as improvisation, it is called nonfiction. Although it is nonfiction, animators must know the determined end by the team.

Group-individual:

Participants can take part in group or individual activities.

High risk-Low risk:

The activities may pose high or low risk during the performance.

Working Places:

While preparing the activities, one of the most important points is the “working places”. There must be a proper place to carry out a planned activity there. To exemplify, if an aqua gym activity is planned, a swimming pool will be needed. So, the activities must suitably be planned for the working places of the facility and suitable working places must be determined for the planned activities.



Picture 2. 1:Working Place



Picture 2. 2:Working Place

Materials:

All the available materials like costumes, accessories and decoration are reviewed and determined by checking the deficiencies before the start of the season. Firstly, an evaluation will be made whether available materials are suitable for the planned activities or not. Newly required materials are provided in the direction of the allocated budget plans.



Picture 2. 3:Costumes and Accessories

Promotion:

After planning the program including recreation activities, promotion works will be planned as well. If the promotion of these well-planned and prepared programs isn't made, the expected benefit will extremely have negative results. Preparations in this area require an extremely serious and professional work. Advertising and promotion features of the programs can be planned within or outside the facility according to the facility policy.



Picture 2. 4: Promotion on Sheet



Picture 2. 5: Promotion in Words

The considerations in planning are;

- anticipated budget for promotion
- program features
- target audience
- promotion methods and techniques
- promotion time
- duration
- preparation step

Visual communication instruments such as newspapers and magazines are used for the outside promotion, whereas inside the facility and at the animation desk, animators are used for advertisement. Animators make announcements about daily activities to guests. For night shows, animators in night show costumes, hanging around the facility, make promotion which is called “gag passage” and “entrance” if it is at restaurant entrance. Besides, leaflets, charts and boards are presented to guests where they are many. The major purpose of this planning is to attract guests’ attention towards activities.

2.2. Working Place

2.2.1. Activity Areas

Activity areas are the places where activities can be carried out with guests during the day.

- Pool
- Beach (beach volley, etc.)
- Hobby areas (pottery, carpet weaving, painting corners, etc.)
- Special interests of Golf, Cricket, etc.
- Various game corners (dart, boccia, badminton, etc.)

Pool:

It is a place used for all the activities in the pool or poolside during the day. It is used as a work area for various activities such as water polo competitions, water ballet, water gymnastics (Aqua Gym) exercises, stretching (morning sport), water basketball and so on. In many facilities, pools are also available in different sizes and numbers according to guests’ ages or features. The features of the work places and guests must be considered while planning the activities.



Picture 2. 6: Pool

Beach:

It is one of the mostly used areas in the field of entertainment services. The assortments of the activities, which will be applied, depend on the form and the wideness of the facility coast. In addition to the classic beach volley, the activities such as windsurfing, jet skiing, banana, etc. are performed.



Picture 2. 7: Beach

Hobby Areas:

As it is known, Belly Dance is the most coveted dance among the guests in recent years. In addition to belly dance, pottery, carpet weaving, painting, handicraft activities have begun to be performed at the hobby corners. These kinds of activities are very important for the guests to acquire new hobbies and spend good time.



Picture 2. 8: Hobby Area



Picture 2. 9: Hobby Area



Picture 2. 10: Hobby Areas

Special interests of Golf, Cricket, Horse riding, Cycling, etc. :

Although golf needs a quite large area, in recent years, especially golf tournaments have been held at national and international level in miniature golf areas of the facilities. Special areas are required for golf, horse riding and archery/shooting.



Picture 2.11:Horse Riding



Picture 2.12:Mini Golf Area

Various Game Corners:

Dart, boccia games, shuffle board, foosball, billiards, beach chess, etc. activities do not need very large areas. So, they can be implemented in all appropriate areas of the facility. Suitable areas can be prepared for badminton, bowling, mini bowling, etc. according to the features of the games.



Picture 2.13:Dart



Picture 2.14:Boccia Game



Picture 2.15:Ball Game



Picture 2.16:Beach Chess

In addition to all the mentioned areas above, there are also stage and back stage, mini club, midi club, teen age club, sound and light cabinets, courts, wellness, SPA, etc. which take place in a facility.

2.2.2. Working Place Materials

Since every work place has a different use and purpose, the materials which will be used here are different as well.

Pool:

In pool activities: various balls, pool noodles made of foam rubber, small surfboards, step boards, various sizes materials, etc.



Picture 2.17:Aqua tennis table, rackets



Picture 2.18:Pool Noodles

Beach:

In Beach activities: a variety of balls, volleyball net, whistles, surfboards, jet ski, pedalo, banana, materials, tools, and so on.



Picture 2.19:Volley ball, net



Picture 2.19:Banana

Hobby Areas:

In Hobby Area Activities: workbenches for pottery, carpet weaving, etc., easels, dye, brushes, toile for painting (may be subject to charges depending on some establishments)

Special interests of Golf, Cricket, Horse riding, cycling etc. :

In Special Interests of Golf, Cricket, Riding, etc. Activities: wedges, gloves, balls, bags, off-road vehicles, horses, saddle accessories, shooting/archery ranges assembly, archery tools and supplies.

Various Game Corners:

In Game Corner Activities: darts, arrows, bowling balls/shoes/pins/equipment, table tennis table, racquets, balls, net, boccia balls, badminton rackets/balls, shuffle board equipments, foosball table, billard table/balls/stick, various supplies.



Picture 2.20: Bowling Shoes



Picture 2.21: Bowling Pins



Picture 2.22: Archery Items



Picture 2.23:Ball Samples

2.2.3. Working Place Arrangements

Arrangements and final checks before starting to use the workspaces need to be made not to cause any disruption during the show.

Cleaning:

Before the show, all the equipments used in the activities and all work areas, especially pools and the SPA (wellness) must be cleaned by taking the criteria (related to general health and hygiene regulations) determined in accordance with ISO 9001 into consideration. Activity environment must be clean and tidy for the whole show as well.

Checking the Space and Supplies:

Show or activity areas, timing, materials to be used and their suitability for the performance must be checked and should be decided beforehand.

Organizing:

In general, all the work areas/decor/accessories/assembly of sound and light/costumes/make up materials, in accordance with the organization of the demonstrations of the program content, must be arranged/controlled/fixated and put their right places accurately, properly and without any reverse. In order not to impede the show, the animation desk controls and completes the gaps of the whole documentaries and supplies before the opening everyday.

Controlling the post-activity works:

After show, all the decors, accessories, costumes, materials, etc. must be controlled, tidied up, repaired if needed, cleaned, ironed, sewed, kept and prepared for the next show.

2.2.4. Providing Safety (prevention of possible accidents)

Safety issues in entertainment services shouldn't be confused with overall security. It is used to mean the prevention of possible accidents in entertainment services whereas it is known as "security" in general. There are precautions to be taken in entertainment services. Before or during the activities, risks should be calculated, precautions should be taken and first-aid kit should be kept in the activity area. Animation team must have first-aid knowledge at the level of basic help such as cleansing wounds since they are not sanitarians.

2.3. Animation Desk

2.3.1. Definition

Animation Desk is a place located in the center (area that is often occupied by the guests such as a poolside) of the establishment providing the guests with comfortable viewing. At this desk, guests can have information about the activities and provide the needed materials for them. The main aim of the animation desk or team is to inform the guests about every activity program going around as much as possible, as well as guest contact and forming positive impressions in the name of their team, establishment and country. The staff assigned at Animation Desk (Animation Info/Info Desk) must have a good level of foreign language. Outdoor Info Desks are usually in service from 09:00 a.m. to 18:00 p.m.



Picture 2. 24: Info Desk

2.3.2. Aim

The aim of the Animation Desk which is one of the supportive services of entertainment is to;

- give info about the facility activities to guests.
- ensure guests maximum participation in the activities of the hotel's animation.
- attract guests into the activities (tennis court, various competitions and tournaments, biking tours etc.) in the direction of their requests.

- provide chess, backgammon, checkers and playing cards for the guests who would not like to participate in daily activities.
- give info about the meeting point to guests or accompany them if the activity is outside the facility.
- provide some sport materials

Apart from all these, there may be some guests who would like to complain about anything or express their dissatisfaction, in this case, the animation desk team will carry out the task of giving info, helping customers and delivering these complaints to the authorized point.

2.3.3. Animation Desk Materials

- Program leaflets which show time and place of daily facility activities
- Material monitoring forms
- Tournaments or competitions' participation chart
- Sound system for use in activities such as pool games, contests and so on.
- Various game materials
- Various sport materials
- Materials such as beach towels, etc.
- Sections or locked drawers to put guests' goods
- Basic first aid supplies



Picture 2.25: Sound System



Picture 2.26: Participation Chart

They can differ according to the facility features, aims and guest profiles.

Program leaflets which show the time and the place of the daily facility activities:

Promotional ad leaflets including info about time, place and the executive animators of the shows or activities will be served whereas at Indoor Info Desks, the team can broadcast the promotional ads with the system of closed-circuit broadcast TV, monitor, and so on.

Material monitoring forms:

The executive animator at animation desk must follow the temporarily given materials by the help of Material Monitoring Forms. In these forms, information about type, number, date, time, the date of return of the material and guest room numbers and so on can be seen.

Animator in charge must recollect all the materials given to the guests temporarily, at full strength and can demand something like room-key, sunglasses, etc. from the guests as safety deposit. After the delivery of the items, signature will be taken from guests to give their special items back. In some establishments, foreign currency denominated deposit can be taken for expensive materials such as a set of golf supplies, etc.

Tournaments or competitions' participation chart:

Participant list of activities and tournaments which are held in facilities from time to time can be prepared in charts or on a piece of paper.

Sound system for use in activities such as pool games, contests and so on:

A sound system for announcements and music during activities or some sound system equipments such as cd., mp3, sound/effect records, etc. are used especially in aqua activities, club dances, competitions and so on.

Various game materials:

If guests do not wish to participate in the activity program, jenga, chess, checkers, backgammon, playing cards and so on can be available at the animation desk.

Various sports materials:

Materials that are used for guests' individual activities such as tennis rackets, ping-pong balls, assorted balls, dart supplies, etc. can be found at the animation desk/animation info desk.

Materials such as beach towels, etc.:

At the animation desk you can also find noodle or beach towels.

Basic first aid supplies:

Materials such as first aid bandage, cotton materials or tenture d'iyote for minor injuries/accidents that may occur during the day should be stocked at an animation desk.



Picture 2. 27: First Aid Kit

2.3.4. Animation Desk Staff

Qualifications and Tasks of The Animation Desk Staff:

Qualifications:

- To be sympathetic, friendly, tolerant, friendly and patient
- To be open to use the rules of human relationships
- To be open to positive communication with guests
- To have a good level of a foreign language
- To be open to accept different personalities and cultural characteristics
- To have a skill of motivating and encouraging guests
- To be able to evaluate the behavior of guests and exhibit strategic rational behavior
- To be a source of information
- To be practical, to find solutions
- To have a sophisticated awareness of duty and responsibility
- Not to have harmful habits like smoking, drugs and so on

Tasks:

- To follow the rules of cleanliness and hygiene in general
- To provide personal care
- To set up a coordinated work and have positive communication with the other departments' staff as animation services are regarded as auxiliary service
- To encourage guests to participate in animation activities voluntary
- To obey the working hours
- To know the facility and surrounding area to tell necessary information to guests
- To know all opening-closing times and places of the outlets (units used to give services to guests) in the facility
- To have info about activity and animation programs
- To build positive relationships with subordinates and superiors
- To be respectful for the problem guests, friendly and calm
- Not to make the problem difficult, be on the side of solution on time instead
- To listen to guest complaints and to provide a solution
- To know and apply the general rules of the facility
- To talk to guests about their personal or facility problems
- To avoid from any possible behaviors or conversations that could put himself, his team, the resort and his country in bad situation
- Not to use any restricted area without permission
- To keep track of all the materials in the work place
- To inform the chief about the damaged or missing materials
- To edit the documents on time
- To be responsible for the cleanness and tidiness of the work place

2.3.5. Use of The Animation Desk

Material Delivery Operations:

Animation Desks give materials to guests and recollect them properly and completely. In order to carry out this work without a problem, executive personnel use various ways, such as deposit cards. However, in any case, he/she must record the whole delivery because it has a vital importance from the point of material tracking and statistical information. Recorded information will show which activity/show has attracted attention most and therefore executive animator can benefit from these statistics for the next year. Animation Desk Supplies are gathered at the end of each activity day and counted up. In the case of not returning of the materials, executive units will be informed about the missing. By contacting with the reception, a signed material delivery form will be sent to the guest and the guest will deliver the material or to be charged. It is obvious that one of the tasks of an animator is to create a positive communication with guests as a friend not as a personnel because in this case taking back the materials will be more comfortable. Contrary to this, for some activities there is no need to make guests fill in the delivery form. For example, if a guest takes part in a show with stage costumes, she/he, in such a case, will already put off the costumes and deliver them without any procedure.

Material Delivery Form:

It is a kind of material tracking document that is to be filled and signed in the name of a guest to show the materials taken by him/her. Guest's full name, address, nationality, age, the material, room number and the time are written in this document. There is no standardized form of material delivery forms. Each facility can edit and print its own material delivery form according to the facility policy. At the end of the activity day, after counting, the information about the missing materials will be given by Animation Desk staff to executive units. Materials that must be put in their place are provided from sales department.

MEASUREMENT AND EVALUATION

Evaluate the given knowledge, if it is True, write “T”, if it is False, write “F” to the end of the sentences.

1. An animator must create a positive communication with guests as a friend, not as a personnel.
2. Reviewing facility areas that are appropriate for activities is one of the planning steps.
3. Beach towels cannot be found at the animation desk.
4. A ball is used in Archery.
5. Evaluation of the performed program is very important for future activities.

Complete the sentences with words below.

Harmful – promotion – info – facility – wounds - formed

6. The aim of an animation desk is to give _____ about the facility activities to guests.
7. An animator must not have _____ habits like smoking, drugs and so on.
8. Program leaflets which show time and place of daily _____ activities.
9. Although animators are not sanitarians, they must know how to clean _____ at least.
10. Visual communication instruments such as newspapers and magazines are used for the outside _____

Find the following words in puzzle.

BEACH TOWEL / MATERIAL / BADMINTON / PROMOTION / FICTION
 POOL NOODLE / COSTUME / POTTERY / POOL SIDE / LEAFLET

D	Y	R	E	T	T	O	P	F	D	P	Y	D	M
N	E	M	U	T	S	O	C	M	W	O	N	M	L
O	H	Y	D	E	O	F	C	F	E	O	R	C	E
I	N	W	K	L	Y	L	Q	X	A	L	N	Y	A
T	R	O	S	H	E	T	P	E	L	N	P	W	F
C	O	I	K	B	E	A	C	H	T	O	W	E	L
F	D	L	W	U	H	T	N	A	C	O	H	U	E
E	R	I	M	N	O	T	N	I	M	D	A	B	T
R	X	Q	M	A	T	E	R	I	A	L	Q	I	A
C	T	I	U	K	F	I	Q	K	P	E	T	U	P
P	R	O	M	O	T	I	O	N	A	X	U	L	X

Use your dictionary to find and write down their Turkish meanings below.

11. _____ :
12. _____ :
13. _____ :
14. _____ :
15. _____ :
16. _____ :
17. _____ :
18. _____ :
19. _____ :
20. _____ :

Circle the correct option in the following questions.

21. Where can a Participant List of activities and tournaments be prepared?
A) Only in charts
B) Only on a piece of paper
C) In charts or on a piece of paper
D) No need to prepare
22. Which of the following places is the best location for an animation desk?
A) poolside
B) tennis court
C) beach bar
D) entry
23. What must be done to prevent possible accidents at poolside?
A) At least ten animators must wait at poolside.
B) Seminars about kids must be given to animators.
C) Soft music must be played.
D) Precautions must be taken.
24. "Gag Passage" means;
A) to hang around with guests.
B) to hang around in costumes and make announcements for the night show.
C) to hang around and make announcements for the night show.
D) to make the guests sign the form.
25. "Boccia games" is a kind of activity that can be implemented in _____ areas of the facility.
A) small
B) narrow streets
C) large
D) appropriate

Put the words in the correct order and translate the sentences into Turkish.

26. About / by info desk animator / will be informed / the missing / Executive units
.....
.....
27. to participate / in / encourage / voluntary / guests / animation activities / An animator / must
.....
.....

-
28. are used/Material Monitoring Forms/the given materials/.to follow/
.....
.....
29. activities/Promotional ad leaflets/shows/about/info/include/.or/
.....
.....
30. basic help/.have/Animation team/in the level of/must/first aid information/
.....
.....

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, pass to the module evaluation.

MODULE EVALUATION

Project:

Imagine that you have been working as an authorized desk animator in a professional animation team of a wellknown resort. Work in groups of four or five. Each group will create a dialogue about one of the topics below;

- various game materials
- beach materials
- sport materials
- first aid materials
- sections or locked drawers
- material delivery
- general problems about the facility

(At Info Desk) (Various Game Materials)

Guest: :Hi!

Animator :Hi! How may I help you?

Guest :I'd like to play jenga with my friend. May I have the wooden parts (jenga materials).

Animator :Oh! Of course you can. I'll be right away. (Animator fetches the materials)

Animator :At this hot time of the day, it's a good idea playing jenga instead of sitting under the sun Ms. Here it is. This box is full of jenga materials. By the way, could you please tell your name and your room number?

Guest :Sure! I'm Cathy. Cathy Wilson and my room number is 309.

Animator :(while taking notes) C-a-t-h-y W-i-l-s-o-n. Jenga materials. All right Ms Wilson. Now do you mind if I take your ID? No matter if you don't have it with you, you can also give something like sun glasses, book, hair clips and so on.

Guest :Oh! I got it. I think you want it as a deposit but I'm so sorry, I don't have my ID with me. Hmm. I can give my hair clips instead.

Animator :Sorry, It's only a procedure. You can have your hair clips back during the delivery Ms. Wilson. Have a nice play!

Guest : Ok! Doesn't matter. Thanks! Bye!

Animator :At 5 pm., aqua gym activity at the poolside, come and have fun Ms Wilson. Bye!

You can get support from the sample dialogue above. After creating your dialogue, act it out in front of the other groups. Please remember to add friendly expressions, near future activity info expressions or other game/activity offers into the dialogue. For example; “we have another pretty group looking for partners in game. Would you like to join?” or “we have an amazing beach activity 2 hours later. If you like, I can write down your name on the list.” etc.

Your teacher will give you the evaluation criteria of this project.

ANSWER KEYS

LEARNING ACTIVITY-1 MEASUREMENT AND EVALUATION

1	True
2	True
3	False
4	False
5	True
6	formed
7	making friends
8	activities
9	special organizations
10	Satisfied
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	

The Answer To The Puzzle

Y	T	I	V	I	T	C	A	X	C	F	F	N	E
V	R	Q	Z	U	D	B	U	T	V	E	O	W	E
O	F	E	Y	S	E	E	H	L	H	I	P	B	K
L	Z	Y	F	H	D	C	M	B	T	H	A	L	A
U	Y	T	Q	F	I	B	P	A	H	U	F	Q	K
N	P	I	I	P	O	J	M	P	N	O	R	O	A
T	S	L	L	S	U	I	L	I	A	D	F	A	J
A	D	I	L	D	N	F	A	Q	S	J	L	K	L
R	K	C	Q	A	L	I	F	I	E	D	J	Y	O
Y	D	A	H	E	D	I	V	O	R	P	S	V	A
B	S	F	B	S	Y	U	S	V	G	U	E	S	T

21	A
22	C
23	B
24	C
25	A
26	Attractive activities will make the guests be tied to the facility.
27	All activities and demonstrations must be determined before the beginning of the season.
28	Catchy and memorable activities will have a vital importance in the work of brand.
29	Different programs must respond to the different needs of guests.
30	An entertainment manager and animators are the base members of an animation team.

LEARNING ACTIVITY-2 MEASUREMENT AND EVALUATION

1	True
2	True
3	False)
4	False
5	True
6	info
7	harmful
8	facility
9	wounds
10	promotion
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	

The Answer To The Puzzle

D	Y	R	E	T	T	O	P	F	D	P	Y	D	M
N	E	M	U	T	S	O	C	M	W	O	N	M	L
O	H	Y	D	E	O	F	C	F	E	O	R	C	E
I	N	W	K	L	Y	L	Q	X	A	L	N	Y	A
T	R	O	S	H	E	T	P	E	L	N	P	W	F
C	O	I	K	B	E	A	C	H	T	O	W	E	L
F	D	L	W	U	H	T	N	A	C	O	H	U	E
E	R	I	M	N	O	T	N	I	M	D	A	B	T
R	X	Q	M	A	T	E	R	I	A	L	Q	I	A
C	T	I	U	K	F	I	Q	K	P	E	T	U	P
P	R	O	M	O	T	I	O	N	A	X	U	L	X

21	C
22	A
23	D
24	B
25	C
26	Executive units will be informed about the missing by info desk animator.
27	An animator must encourage guests to partipate in animation activities voluntary.
28	Material Monitoring Forms are used to follow the given materials.
29	Promotional ad leaflets include info about activities or shows.
30	Animation team must have first aid knowledge in the level of basic help

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