

عنوان مقاله:

Conducting an EOP Needs Analysis: A Case of Pre-service Cabin Crew

محل انتشار:

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خلاصه مقاله:

Since English for Specific Purposes (ESP) programs have been one significant component of university and vocational schools, being informed of academic and professional language needs of the learners seems incredibly vital. This study aimed at exploring the pre-service flight attendants' English language needs from their own perspectives along with their teachers' at an aviation school. In order to accomplish this purpose, the data was collected from two different sources, including a needs analysis questionnaire in addition to semi-structured interviews with 120 learners and 20 English teachers. Results of the data analysis revealed that both learners and teachers indicated Communicative skills, Speaking, and Listening skill among the first most important skills/sub-skills in learning English; furthermore, poor Speaking and Listening Comprehension skills were reported as the learners' weaknesses by both groups of participants. The obtained data also declared that both groups considered Understanding and Making Conversations, as well as Writing for Practical Purposes among the most concentrated aspect of the main language skills. Additionally, there were not any significant differences between the importance of English skills among learners and teachers, indicating that they perceived English skills and sub-skills quite similarly. The findings could be a great bonus to material developers as well as teachers instructing to-be cabin crew members

کلمات کلیدی:

Cabin Crew Member, ESP, Flight Attendant, Language Needs, Needs analysis

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