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Abstrakt. Der Artikel beschreibt, wie sich die englischsprachige Fachkompetenz von Tourismusfachleuten, die ihren Platz in der wirtschaftlichen Entwicklung Usbekistans hat, auf die Qualität ihrer Arbeit auswirkt und Lösungsansätze aufzeigt. Auf der Grundlage der mit den Studenten der Tourismusschulen Taschkent, Zomin, Chiwa durchgeführten Fragebögen wurden die notwendigen Pläne für die Bildung der Berufskompetenz erstellt und deren Bedeutung für die Bildung der Berufskompetenz in den Beispielen aufgezeigt. Der Artikel verwendete Artikel, die in den weltweit führenden Zeitschriften veröffentlicht wurden. Auch die Arbeit an den Qualifizierungskursen der Gid-Übersetzer wurde analysiert. Abschließend wird betont, dass die Ausbildung der Fachkompetenz von Gid-Dolmetschern von großer Bedeutung ist und eine Lösung dafür gefunden werden muss.

Schlüsselwörter: Tourismus, Fachkompetenz, gid-Übersetzer, Tourismusschulen, Fragebogen, Übung, Qualifikation, Zertifikat.

Formation of professional competence of future tourism specialists in English

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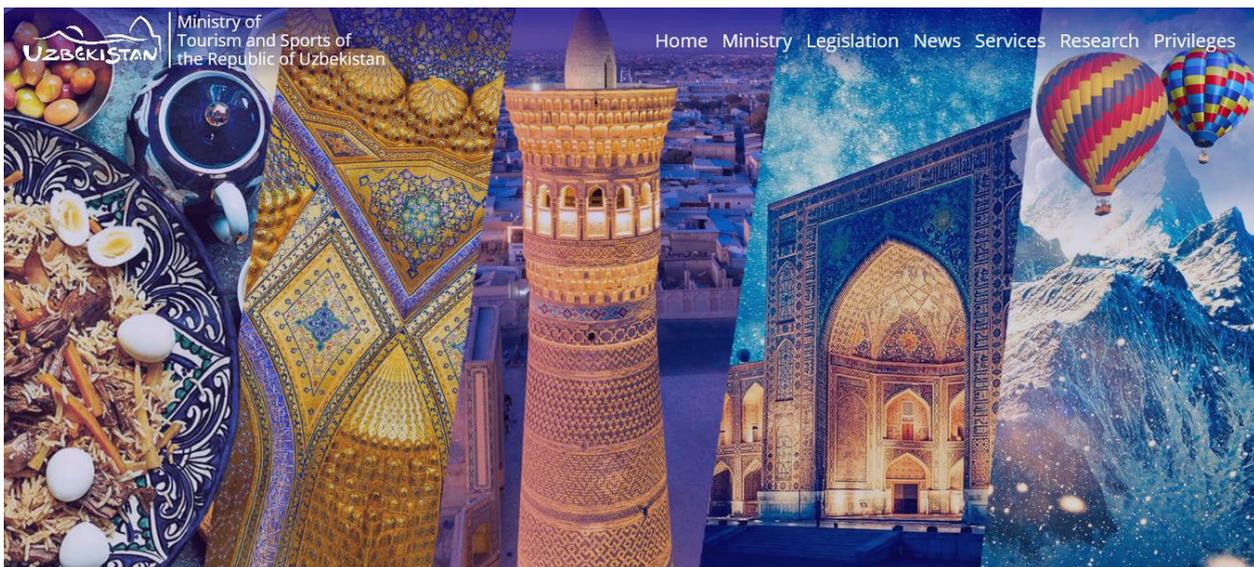
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Abstract. The article describes how the English-language professional competence of specialists in the field of tourism, which has its place in the economic development of Uzbekistan, affects the quality of their work and provides ways to solve it. On the basis of the questionnaires conducted with the students of the Tashkent, Zomin, Khiva tourism colleges, the necessary plans for the formation of professional compensation have been drawn up and its importance in the formation of professional compensation is given in the examples. The article used articles published in the world's leading journals. The work on the qualification courses of Gid translators was also analyzed. In conclusion, it is emphasized that the formation of professional competence of gid interpreters is of great importance and it is necessary to find a solution to it.

Keywords: tourism, professional competence, gid-translators, tourism colleges, questionnaire, exercise, qualification, certificate.



Few studies have been conducted in Uzbekistan to study the professional competence of tourism professionals. What can be done to enhance the role of research guide interpreters and improve service quality? Guide interpreters play an important role in maintaining the stability of travel agencies in the field of tourism, but they are sometimes: invisible, often forgotten. [Black, R., & Ham, S. (2005). Improving the quality of tour guiding: Towards a model for tour guide certification.. *Journal of Ecotourism*, 4(3), 178-195.] As employees of travel agencies, they are “salespersons” who represent the company’s reputation and sell the next trip.[Heung, V. C. (2008). Effects of tour leader's service quality on agency's reputation and customers' word-of-mouth. *Journal of Vacation Marketing*, 14(4), 305-315.] In terms of host destinations, they are interpreters who convey a sense of address culture and heritage, mediating between the host team and its guests . [Ap, J., & Wong, K. K. F. (2001). Case study on tour guiding: professionalism, issues and problems. *Tourism Management*, 22, 551-563.]. The work of guide interpreters can affect the “feelings” of tourists. They are key individuals in the success of travel agencies. They are also the country’s ambassadors of culture.[Yi-Chien Lin¹, Ed.D, Mei-Lan Lin², M.A. & Yi-Cheng Chen³,

Ph.D. Examining the Impact of Tour Guides' Professional Competences on Service Quality, Tourist Satisfaction and Repurchase Intentions towards Package Tour Products Journal of Tourism and Hospitality Management December 2018, Vol. 6, No. 2, pp. 102-114 ISSN: 2372-5125 (Print), 2372-5133 (Online).

Given that the number of cultural heritage sites in Uzbekistan that tourists can visit exceeds 4,000, it is clear how much each tourist will bring to our economy. Even during the coronavirus pandemic, the President pays much attention to the development of this area. In May 2020, at the initiative of Uzbekistan, the international online tourism conference "Way to Recovery" was held. This international event was held at the initiative of the Uzbek side under the auspices of the World Tourism Organization (WTO). The new system of the Uzbek side to ensure the sanitary and epidemiological safety of tourists, "Uzbekistan. Safe travel Guaranteed" aroused great interest among the participants. These and many other targeted support measures will enable the export of \$ 450 million worth of tourism services by the end of this year. In turn, WTO Secretary General Zurab Pololikashvili praised the measures taken to prevent the spread of coronavirus in the country, as well as mechanisms to support the tourism business and revitalize the tourism industry, calling Uzbekistan a model country in this regard. admitted. [<https://uzbektourism.uz/uz/newnews/view?id=1197>]. With the end of the coronavirus, the arrival of tourists in our country will begin. the demand will be even higher demand for tourism professionals (tour guides, hotel staff, tour operators, etc.) will also increase after the gradual resumption of entry tourism, with a list of countries where foreign nationals are allowed to enter the country.

Research methods

Surveys on ESP and competencies were conducted with students of tourism colleges in Tashkent, Zaamin, Khiva. In the pre-experimental phase of the survey, interviews and explanations were conducted with teachers. The work of guide-interpreters or guides has taken into account the complex process that requires these specialists to constantly increase the scope of knowledge and skills. A survey conducted in March 2021 involved 240 students from 3 colleges.

As an example, Figure 1 shows the structure of a survey conducted with students of the Tashkent College of Tourism and Service. The names of the students were not asked when filling out the questionnaire, and their gender was taken into account.

Figure 1

The form of the questionnaire on the formation of professional competence of future guide translators

BO'LAJAK GID-TARJIMONLARNING KASBIY KOMPETENSIYASINI SHAKLLANTIRISH BO'YICHA SO'ROVNOMALAR (INGLIZ TILI MISOLIDA)

Kollej nomi		Jinsi
Tashkent Tourism and service collage		O' Q

TAJRIBADAN OLDINGI SUROVNOMALAR

No	Statements	+/-	Percent age
1	Why do you need English?		
	a. To communicate with foreigner		
	b. To work in tourism industry		
	c. To study abroad		
2	d. To open my tourist company	+	
	What level of English do you have?		
	a. Speak a little bit of English		
	b. Understand English but cannot speak well	+	
3	c. Understand English and is able to give response minimally		
	d. I did not study English at school		
	What kind of English skills do you need to be developed?		
	a. Listening	+	
4	b. Speaking	+	
	c. Reading		
	d. Writing		
	What kinds of learning experience do you need? (the respondents may give more than one answer)		
	a. Discussion	+	
	b. Conversation	+	
	c. Practice	+	
	d. Dialogue	+	

Question	Strongly agree	Agree	N/A	Disagree	Strongly disagree
1 Do you want to work in tourism sphere after your college graduation?	+				
2 Do you think English language is important in tourism?	+				
3 Are English language lessons hours enough to learn B2 level in your college?		+			
4 Do you think are English language books good to learn in your college?			+		
5 Do you like to read new modern English textbooks for tourism?		+			
6 If you are offered to read textbook "I am guide interpreter" do you read it?	+				
7 How are English languages skills important for tourism?	+				
a Listening			+		
b Speaking				+	
c Reading			+		
d Writing			+		
8 Would you like to learn especial vocabulary for tourism?	+				
9 Are you interested in reading texts to obtain information about sightseeing of Uzbekistan?				+	
10 Do you think "Uzbek-English phrase book" would help you to learn more about tourism in English?				+	

After the definition of students' future careers, it was recommended to use the textbook "I am guide interpreter" written by A.Kh.Juraev, E.V.Golisheva, B.I.Mammetova as additional literature in the classroom. [A.Kh.Juraev, E.V. Golisheva, B.I.Mammetova. "I am guide interpreter" 2021; 28-80.] Formative, developmental, written and oral exercises in the textbook that play an important role in the formation of students' competencies.

The exercises provided help students learn words and phrases that are important to their profession.

For example

Exercie 8

Read the first part of the text and fill in the blanks with the appropriate words from the following options. Check that the task is performed correctly from the key.

Its blend of desert, steppe, oasis and river valley places Uzbekistan at (1) heart of the complex interaction of nomadic culture and oasis settlement (2) patterns the history of Central Asia. Over 100,000 years ago, primitive man (3) engraving caves in the region with scenes from (4) hunting lifestyle, but the haze of pre-history only (5) to clear in the second millennium BC, when Bronze Age metallurgy (6) the bronze bit, enabling horse riding. Mounted tribes (7) contacts between the farming south and the livestock-breeding north. An Aryan Indo-European race from the north led the first (8) migration into the territory of present-day Uzbekistan. From 800 BC their successors, the Scythians (to the Greeks) or Saka (to the Persians), (9) ail before them into a loose nomadic dynasty from the Ferghana Valley to the Khorezm oasis. These tent-dwellers (10) during the Iron Age into skilled craftsmen, but t heir chief legacy was horseback archery. On top of such military advantage, they set standards of terror for barbaric waves through the centuries. Victories were toasted with the. blood of slain enemies, their skulls used as drinking vessels.

1. a) a	b) -	c) the
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2. a) this	b) that	c) those
3. a) to be	b) were	c) was
4. a) his	b) her	c) has
5. a) begin	b) begins	c) began
6. a) develop	b) developing	c) developed
7. a) sponsored	b) sponsored	c) has sponsored
8. a) to know	b) known	c) have known
9. a) swept	b) sweep	c) had swept
10. a) mature	b) matured	c) maturing

The type of exercise presented in the form of a game in below allows students to form their oral speech.

Exercise 3

Read the interview preparation tips and have a debate game on one of the suggested topics. Prepare for the debate, paying attention to common phrases that will help you throughout the game.

Interview Preparation Guide

1. Choose a topic of conversation and divide into teams based on the “yes” / “no” principle.
2. Find and write evidence to support your point. Here you will need to work with the literature, gather evidence and necessary information. You can use not only books, but also the experience and knowledge of adults, parents, teachers.
3. Think about how your opponents can present counter-arguments. How do you treat them? Remember! Conversational debate is a game, in any intellectual game, ingenuity and the ability to anticipate the opponent’s actions are important.
4. Play to the end! Don't give up!

<i>Breaking in/Interrupting the game</i>	<i>Personal attitude</i>
May I interrupt for a moment?	I’m pretty/fairly sure that ..
Excuse me, ...	It’s my opinion that ...
Can I add here that ...	I personally feel/think that I’m positive
I’d like to say something, if I may.	I wonder i f ...
Can I ask a question?	I suspect that ...
I’d like to comment on that...	I’d say ...
What’s more ...	It looks like ...
Just a small point ...	
And another thing...	

<i>To return to the topic</i>	<i>To correct oneself</i>
Anyway ...	What I meant was ..
In any case ...	Let me put it another way.
To get back to what I was saying ...	What I’m trying to say is ...
Generally ...	Don’t misunderstand me.
On the whole ...	<i>Arguments and counterarguments</i>
<i>To introduce a surprising fact</i>	Yes, but ...
Believe it or not, ...	Yes, but don’t forget ...
Oddly enough ...	That would be great, except ...
The surprising thing is ...	Even so ...
You may not believe it, but ...	Even if it was so ...
<i>To change the topic</i>	That’s probably true but ...

Talking of ...	Possible but in the long run ...
That reminds me of ...	Look at it this way.
By the way, ...	But what about ...
Oh, before I forget ...	Let's not forget ...
Restate	Hesitation
So, you mean that ...	Well, um ...
If I understand you correctly, you want to say that ...	Well, let's see

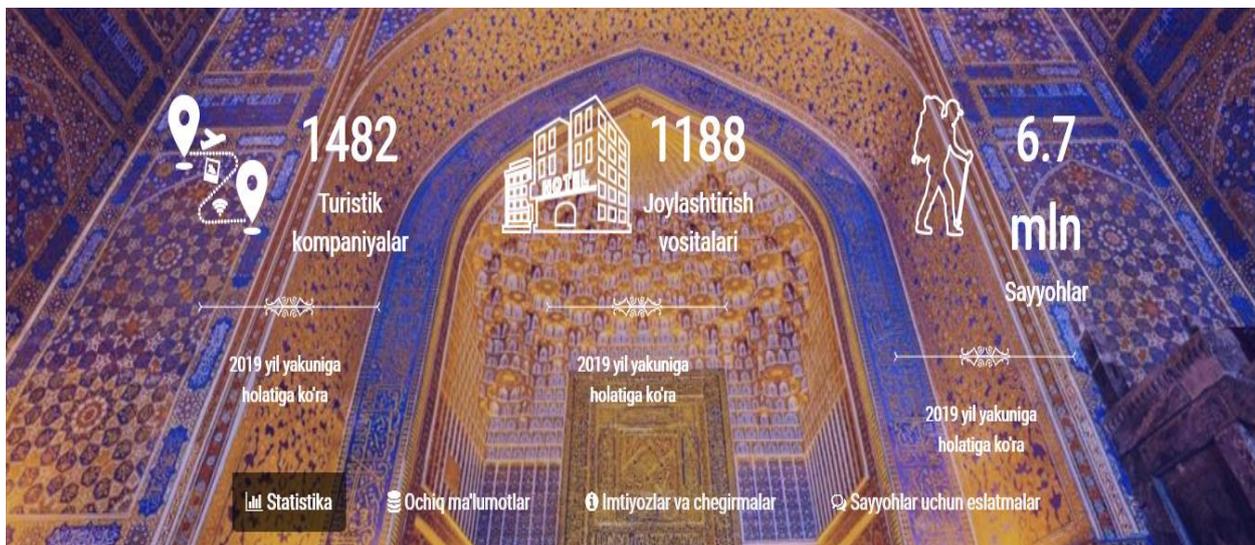
The growth of consumer experience, the diversity of their needs and motivations also require constant professional development. Therefore, they should study all their lives and constantly improve their professional skills. Therefore, there is a need for a reasonable, well-founded and organizational plan, professional training of tourism professionals, which will allow them to have the professional competencies required in the modern labor market today, but this problem has not been sufficiently studied. An analysis of recent research and publications on this topic reveals to us some of the content and methods of vocational training Yu.P.Pakova, Yu.A. Konstantinov, A. G. Krasnyuk, L. V. Kurilo, I. A. Moshkova, N. M. Huskonen, L. A. Chudina, and others. However, we have not been able to find scientific research on the modern problems of preparing students as specialists in the field of tourism in high schools, colleges and technical schools. Guides (tour guides-interpreters), tour guides and guides: have relevant information, qualification certificate and timely professional development; must know the history, culture, ethnography, economy and other areas of the country from official or reliable sources, and it is advisable to start with schools, colleges and technical schools. Therefore, it is important to pay attention to the education of children in tourism. It is unknown at this time what he will do after leaving the post. Therefore, it is important to find ways, means and forms to improve modern vocational training manuals for tourists. In the twentieth century, the specialty "guide" was formed in the Republic, had a clear plan and their professional duties were "Regulations on the Guidelines for tourist and excursion institutions in the system of the Central Council for Tourism and Excursions" and "Tourism and Excursions". Regulation. Specialists are required to upgrade their skills each year; this is explained by the high demands on the educational, theoretical, methodological and practical preparation of the manuals in the tourism system. Today, continuing education is an important and necessary condition for the activities of professionals. Additional professional development of students during additional classes includes: for example, a practical study tour to the **Khasti Imam complex** (without the participation of the group under the guidance of an experienced Methodist-teacher), study and demonstration trips (experienced Methodist conducted lesson), field exercises, special exercises to develop memory, help with observation. Any organization, additional training on the basis of training centers is confirmed by the relevant documents (certificates), in accordance with the law, is carried out on a paid basis. Encouraging students to take an interest in tourism will allow them to work in some of the tourism industry after graduation. The topic of the seminars, excursion activities, such as tourist etiquette, excursions and accident insurance, the problems of concluding contracts for tour services, the responsibility of the parties for breach of contract will help to understand this. The duration of the seminars is 1-2 days.

Curricula include new excursions, individual travel programs. Second, training courses for beginner guides make it easier for students to work in the tourism industry. Based on the results of the training, the course participants will gain the following skills and experience: methods of preparing and conducting trips to attractions; methods of developing author's excursions; methods of interpreting historical, cultural and natural heritage; methods of development and testing of tourist routes; use of information resources in the preparation of control texts of excursions.

The program of such courses usually includes: study of geological, geographical, historical and ethnographic features of the region; study of educational and methodical excursions and exhibition objects; excursions. The course consists of three logical blocks:

- a) methodical preparation of students for graduation;
- b) tour techniques attractive places
- c). teaching and methodological preparation of students for the exam

After graduation, they must obtain official permission to conduct tours in the cities of Uzbekistan. Students should be taught by representatives of the tourism industry with more than 10 years of experience. Their program is very rich and covers historical and cultural sciences: future guides will learn not only about the history and culture of the country, but also about a number of countries or regions, so that their stories will not be "dry" and textured. . After the courses, students will acquire the skills of conducting excursions, learn how to attract the attention of the group, present interesting and high-quality materials, can create their own interesting directions, for foreigners learn the features of conducting excursions. On October 10, 2019, the Institute of Tourism Development was established on the basis of the State Unitary Enterprise "Tourism Training and Consulting Center" under the State Committee for Tourism Development of the Republic of Uzbekistan by the Decree of the President. Although the institute was recently established, it provides educational and methodological activities in the field of tourism by assisting in the development of new curricula, textbooks, manuals, methodological recommendations in the relevant areas of education. contributes to improving the quality and level.



At this institute, tourism professionals, methodologists and teachers share their knowledge with the audience and share their unique work experiences, so it is advisable to involve them in working with students. Students will be able to enter a professional environment from the beginning of their studies and make job search tasks easier. Each curriculum is practical. Upon completion of the course, students will prepare their presentations and participate in Workshop fairs organized by employers.

Despite the wide enough range of offers, the modern excursion training system has one major drawback - a lack of practice.

A tour guide (USA) or tourist guide (Europe) provides tourists with information about culture, attractions and historical and contemporary heritage, religious and historical sites to individual customers; someone who helps you understand about museums [\[https://en.wikipedia.org/wiki/Tour_guide#cite_note-1\]](https://en.wikipedia.org/wiki/Tour_guide#cite_note-1) .CEN European Committee for Standardization) definition for "tourist guide" - a person who explains the history and cultural and natural heritage of visitors in the language chosen by CEN according to the definitions for the term within the tourism industry. ["EN 15565 2008 Standard for the Training and Qualification of Tourist Guides..." *World Federation of Tourist Guide Associations*. Retrieved 15 May 2017.] In Japan, guides are required to pass an exam to be certified by a commissioner of the Japan Tourism Agency. Unauthorized guides will be fined 500,000 yen if they are caught ["Tour Guides and

Staff". *Japan Deluxe Tours*. Retrieved 22 May 2017.] Uzbekistan also has an association of guide translators, and the work of guide translators on the ground with the appropriate certificate is supervised by the State Tourism Committee. There are several challenges in improving the skills of guides. For example, due to the high cost of buses, course participants are not always able to put into practice the theoretical knowledge they have acquired. Of course, all beginner guides are good if they take a bus tour. Today, students have almost no practical training. For example, if the tour guides travel to a certain area by themselves, you have to pay for it. The problem is that even students who have mastered all the knowledge and skills to be able to skillfully analyze the image of an object during the study will also lose themselves during the actual excursion route on the bus. For example, when driving along the main street of Tashkent, the story is always challenging: in real time in 5-7 minutes you have an idea of a street very saturated with historical and cultural monuments that flicker very quickly in the windows of the bus you have to be.

Students do not have time to "navigate". It is important to practice several times along the way to have a successful trip. Today, the solution to this problem can be to create a real-time travel route in the bus window in two ways: with sound (history of attractions) and its video recording. It is recommended that this record be used in the classroom as well as in the computer class or at home to teach students independently. Digital processing of video and its recording on electronic media has a number of advantages: you can divide the recording into separate parts, save time on practical training; You can add attachments to a video sequence, such as images of objects in different directions, or digital material from a "tour guide's portfolio." In the future, the "video-tour" training can become a full-fledged multimedia educational-methodical complex, which includes not only the audio video of the route, but also the full text of the tour, technological map of the tour, photos of objects, each object. detailed information about the "tour guide's portfolio", bibliography and any other necessary materials. This is one of the ways to develop and improve the system of training tour workers at this stage. In the future, the city's museums, which are part of many tourist programs in the country, need qualified tourism professionals to demonstrate and conduct tours, which can be filled with students. To obtain a certificate (certificate, pass, permit) for the right to conduct excursions to museums or historical and cultural reserves, it is necessary to listen to lectures and take exams in courses in museums, historical and cultural reserves. The existence of such a right is welcomed by travel agencies, as it avoids the need to pay extra for museum services. The cost of special courses in museums is very expensive and the validity of the certificate is only 1 year or one tourist season. After that, the guides will have to pay for the next short-term training course at the museum.

CONCLUSION

In the modern tourism market, we can conclude that there is a contradiction between the demand for professional competent guides in the labor market due to the growing demand in the tourism industry in our country. In the methodology of vocational education, the content and technology of development of professional competencies in the process of vocational training or retraining of such specialists are not sufficiently studied. This contradiction determines the prospects of further research on the subject, in particular: what should be the content, methods, tools and forms of professional retraining manuals for working with tourists, taking into account the modern requirements of the profession. Any tourism courses with students are important to help them introduce our country to the world.

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