

LEARNING ENGLISH AS A COMPETITIVE STRATEGY FOR A PROFESSIONAL IN
THE TOURISM AND HOSPITALITY INDUSTRY
AN EXPERIENCE OF CULTURAL EXCHANGE
THIS PROJECT IS A FINAL REQUIREMENT IN ORDER TO GET A DEGREE AS A
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Dedication

This project is dedicated to my family.

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Introduction

Why learning English is so important? English is not the most spoken language in the world but it is an important language in a lot of countries. “Approximately 330 to 360 million people speak English as their first language. More than half of these (231 million) live in the United States, followed by some 60 million in the United Kingdom, the first place where English was spoken. English is the third largest language spoken and used by a number of native speakers, after Mandarin and Spanish. Estimates that include second language speakers vary greatly, from 470 million to more than 1 billion. David Crystal, a British linguist, calculates that non-native speakers as of 2003 outnumbered native speakers by a ratio of 3 to 1. “When combining native and non-native speakers, English is the most widely spoken language worldwide.” (Wikipedia, Wikipedia, 2016) In fact, English language has become a tool that many people and countries use and need to communicate around the world. It is the most dominant business language in the world and it has become a necessity for people to speak English if they are to enter a global manpower.

English in the Hospitality Industry has become an important tool. The industry demands for these skills as they are extremely important for Guest & work place interaction. Guests or customers are of different nationalities and English Language has become a common medium for communication. Learning these skills are as important as the technical skills. Efforts should be taken by Hospitality students to enhance English Language.” (Bhuvan, 2013). According with Bhuvan, communication skills are an important element to the hospitality industry because they require the staff to be able to help people by understanding them and it means that the professional has to be ready to deal with the new challenges of the world. People understand that performance expectations are keys to the achievement of tourism satisfaction. Good oral, writing and reading

communication skills are the top skills important to hospitality. It could also be the fastest approach to receiving a better job in the profession.

It's really important to have a good educational background because it will add value to the students who want to be in the hospitality industry.

A report by the Banco de la Republica reports that, in Colombia, the English education has a low level and only 6 percent of the University students have good English. (Banco de la República, 2013) These statistics show that most of the future professionals of the country won't be able to communicate in English. The worst part is 75 percent of the English teachers don't speak English well so teaching isn't it won't help the students. Not only will our present generation have this language problem, but it will affect our future generation. This will hurt the future generation trying to find opportunities in the business world. The same report said that over 90 percent of Colombia's student population is not able to face the challenge of the National Bilingual Program which limits the opportunities even more. In conclusion, education is an important problem that has to be focused on if we want to be able to have global opportunities.

Colombia's students have a real problem in learning English. The college students who have the ambition to meet the challenges of globalization seek other ways to learn English. There are different ways that can be done to learn it, for example: in a course, by self-education, reading, or by online tutoring. When they study for almost 13 years or the time spent at the University, it doesn't work as expected.

We should always consider applying into an English language program. Improving English language skills will give a higher TOEFL or IELTS score, which means that people will have

even more universities and colleges to choose from. They will also have a much easier time in classes and a more enriched education with strong English language skills.

However, there are different ways of learning compared to the traditional ways, for example, the cultural exchange.

The experience though the immersive environment and educational system is very unique in a culture exchange. You will be expected to participate in different discussions sharing your opinions, debating on topics and explaining your reasoning. The exposure and the contact with new people (native speakers), will be a real help to improve the second language.

“Learning and improving your English will give you a good foundation for your university education and a cultural exchange is a great option to improve. Cultural exchange programs expose students to people from different religious, geographic and socio-economic culture backgrounds and will provide the opportunity for them to develop a greater understanding of diversity. It allows students to interact with and learn from people who are different from themselves and to participate in new and unique experiences beyond their own communities. Cultural exchange assists students to develop positive relationships with others, understanding a broader range of perspectives. They will develop the knowledge and skills needed for participation in our multicultural society”. (exchange, 2015). In fact, this program should be the best way to learn English, because it offers experiences in which gradually help you improve. The fundamental purpose of a cultural exchange program is for students to share with and learn from others. The program provides specific and necessary activities that are part of the process which provide tools for learning English.

Most importantly, cultural exchange programs should be process-centered. Therefore, the program has the opportunity to integrate students with the community members which involves them in the American life. The host family helps with many things into the process, and with their help, you will determine the goals. During the process you will see how your goals change as the program evolves.

This is the best way to improve a language because language works into the native speakers. The students are going to be with a native people doing native activities and creating ways to communicate, the different parts of the process includes a life routine; it means a natural way to learn. When the person is exposed to a different life, culture and language he/she should explore several ways to communicate with others. During the process, the person has to speak, because it's the only way to communicate, so that opportunity makes him express himself with his own knowledge, wherever he can improve his English all the time, at the transport station, at the store, at the cinema, at the bar, at the restaurant, etc. This constant interaction with the native culture and the practice builds a strong knowledge. The experience of cultural exchange program will help in the student's development though the contact with the place and the native people.

Objectives

1.1 Acquiring the mastery and fluency of English as a second language and develop communication skills allowing improvement of professional competitiveness of tourism.

1.2. Specific objectives

- ✓ Get into the American culture, to have direct contact with the local community.
- ✓ Perform a total immersion in the English speaking country, to facilitate the interaction with your culture and strengthen the language learning.
- ✓ Strengthen the language learning by enrolling in a training academy, which offers specialized institutions in the region.
- ✓ Know the natural heritage and cultural life through visits and trips.
- ✓ Consult and investigate on touristic, recreational and cultural issues of the region as support of the English learning process.

Strategies

- ✓ Formalizing the entry into the country through *Program Cultural Care Au Pair*, performing a selective process from a host family; in which will be involved directly by cultural interchange; becoming a fundamental support in learning a new language through a permanent coexistence made in English only.
- ✓ Direct interaction in culture through total immersion; fully incorporated in the new language through life experiences.
- ✓ Enhance learning through academic training, conducted at the university in the area of residence. Perform consultations and research on issues of culture, tourism or recreation in the region.

2. Methodology

The Project of learning English will be made under the program of total immersion in the USA; provided by the organization Cultural Care Au Pair.

The method of total immersion is a term in which describes a language learning process, not only through lecture classes, if not learning the language based on the permanent experience in an English speaking country in which the person does not limit their learning through their books. The learning becomes an experience without boundaries, contributed by the variety of vocabulary and natural expressions, learning arising through the total immersion experience. However, its ultimate goal is the improvement of practice.

- *Investigation problema.*
- *Exposition.*

In present day, Tourism is an industry that generates activity with great importance in the social and cultural environment creating important movements in the economy of a country or a region.

Tourism is those activities that have entertainment and you get to experience a new life in which you permanently don't live, in which the interaction with other people is inevitable becoming a way of permanent cultural interchange. This becomes important for which the languages from the transmitter and receptor country, in which make the principal correlation means and significant element for the touristic activity can be performed properly, showing that tourism is an activity of social-multicultural character which becomes in an important communication bridge, which requires knowledge of the second language.

During the first two months of 2014 by the aerial borders, sea and land of Colombia they registered 461.812 arrivals of travelers who weren't residents, 8,5% more than the same period of 2013, 425.588; in which indicates the receptive tourism of Colombia consolidates increasingly. (MinCIT 2014). Following this in January and February 2014, the 91,3% of arrivals of foreign travelers who weren't residents came from countries like United States in which became the main origin of foreign travelers who weren't residents with a 17,5% of total arrivals 53.112. (MinCit 2014). In this way, we can stand out the importance and the good moment in which Colombia is going through touristy, which favors the region

as a driving industry of the economy, besides of various factors that make Colombia a country of unique possibilities and of big touristic attractions.

The above figures represent the good positioning of the country in the touristic industry, observing an increase in inbound tourism of Colombia, for that reason presents the challenge of acquiring competitiveness in the international market and for that requires improved quality in the service through specialized continuous training and human resource training which promotes efficiency, productivity and competitiveness in service. Similarly, the knowledge of having a second language creates an important vital formation in the improvement of service and increases the competitiveness of the touristic industry in the country.

As having knowledge of different languages, the Spanish speaking countries are within the worst in the world in having English knowledge and Colombia is the country with the worst level in the Hispanic region, reveals the largest poll in the world regarding English knowledge, of the English Proficiency Index (EPI) 2012. The above data reflect a large deficiency in English teaching, both in the secondary level like the professional level by the Colombian education system, supporting the above tests Knowing 11 of 2012 revealed that the 56,64 % of Colombian

students have a lower level of using English, in which we conclude that a large population of students don't understand, don't use daily expressions nor know how to create simple sentences in English. On the other hand, an evaluation done by the educational firm international Education First 2013, shows that Colombia is among the group of countries which have least knowledge of English, in comparison with other 59 diagnosed territories. The worst level of English remains being one of the major competitive weaknesses in Colombia, more the half of the region is within the spectrum of the lowest knowledge **EPI** (English Proficiency Index).

The above figures show a grim picture of the country, similarly showing evidence of the low quality English teaching and reflects on the knowledge of the second language becomes unimportant for the primary and secondary education, for which training in a second language doesn't answer back the challenge which imposes competitiveness and the globalization of the real world.

The lack of people with good English skills in the country makes the individuals lose business opportunities, foreign investments and technology transfers, facing neighboring countries and the world affecting the development of the tourist industry of Colombia internationally. Because of the circumstances, it demands trained professionals to use a second language and be capable of achieving to identify the importance of one self's constant evolution in the tourist industry

The importance of a second language before facing the current difficulties to access the working market creates a psychological dimension that any job applicant is aware of the huge importance of having a second language. The workers from the tourism sector are even more aware of this reality knowingly that it's the sector in which acquiring skills is of much importance. The knowledge of languages or at least a second language creates a basic tool for the tourism professional, in whichever the fields he or she develops.

Consequences make Colombia present many alternatives in learning a second language responding the issues that imposes the competitiveness and the globalization of the real world, and to improve the educational quality by the development of English skills for the children and teenagers of the country.

One of the strategies that helps learn a second language easier is cultural exchange programs. They allow people involved in the process acquire strengths and disasters putting up in practice and improving the local language of the country to which they will travel, for which it happens through a total immersion. The learning starts from approaching the plane then becomes a daily necessity. Communicating with the society makes the participants develop capabilities neither that nor they knew they needed the eagerness of being able to independently use in the host country.

In having low expectations in learning bilingual language education that nowadays handles the public institutions of the country. Viewing the importance of having knowledge of a second language for Administration Tourisms and Hospitality professionals sets the cultural interchange as a viable option to acquire competences and abilities that require a professional in the industry of tourism in a second language, like how it is in English.

Justification

Nowadays, learning a second language has become necessary for many professionals who want to make sure they are competitive in their sectors.

In this vein, there are strategies to speak a second language. One way is to participate in programs that allow total immersion in a country that speaks the language of interest. Cultural exchange requires a new lifestyle, new people, new customs and a new language, but can make it

possible for the participant to acquire a second language. According to José Antonio Alonso Rodríguez PhD in Economics, “there is evidence that the language skills of immigrants increase during residence time in the host country, which generates optimistic conclusions researchers on the process of assimilation of immigrants.” (Rodriguez, 2010)

When involved in a learning process that requires a cultural exchange, participants inevitably experience learning immersion. Constant contact with native English speakers, where the only option of communicating is in English, strengthens skills in the new language much faster than if participants lived in a country where locals speak the persons native language.

Immersion can be easier for those who are younger. Those who arrived at a younger age in the destination country will be more likely to fit in with local customs, assimilate with local institutions, and form social relationships.

According to the above, one of the principal ways to get the most out of total immersion in a country is regular communication with the local people. This allows the person to learn the language in a different way than they are accustomed to in their formal school classes. Living in a culture that only speaks the language you are trying to learn allows you to learn the "natural" way a foreign language is spoken.

When a person has to experience regular communication with the local people because they only speak the native language, another advantage is that the people are forced to use the native language to ask for help, give information, have a conversation, and many other situations that will need every day interaction.

The experiences of other activities that people participate in during the cultural exchange promote an understanding and appreciation of the local culture, which can lead to a better

performance by the participant because they are forced to use all their knowledge in the new language to communicate and participate in the situations.

In order to learn language and literacy skills, it is essential that participants using the language is a priority and fundamental. (Matheos, 2004). Constant communication and motivation to integrate into the local culture is important for success. This is because motivation for participating in local tourism and recreation, which will undoubtedly take place in the exchange process, creates the need to communicate in the local language which is spoken in a less formal way than traditional classroom learning. These activities are fundamental for total immersion learning in a second language. According to Jose Antonio Alonso, 2010, another factor very prominent in the literature on language proficiency is the intensity of exposure. (Rodriguez, 2010). In this vein, language tourism may meet some people's needs. Meet and interact with local people, see new places of interest, immerse in a new learning environment, all while acquiring a new language; this becomes one more way for people to experience a new language.

3. First chapter

3.1. Cultural exchange application process

There are different kinds of Cultural exchange in Colombia. In Colombia some of the programs are: Cultural Care Au pair, Inteliture, Go Au pair, Au pair in America, EF Education first, and many others. Those agencies work as a contact with the host family from the country that the person wants to go to. Cultural Care has contact with USA families.

It is an agency that works around the world though host families from the US, who need help with their children. The experience is with a host family and their host kids who life in Unite Stated. They want to share their culture, customs, house and life with someone who wants to be in the country as their Au pair.

What is an au pair? “An au pair is a young adult from overseas who lives with a family on a legal visa for up to two years to provide childcare in exchange for room and board and an opportunity to become part of a family”. (Cultural Care Au Pair, s.f.) Au pairs can care for children on a schedule that works for a family’s personal needs. An au pair has the opportunity to be in a different country, with a different culture in a host family’s house. It means that the experience is a total immersion to improve the language of the au pair. It is the opportunity to know about the host country and to experience another kind of life with a real experience.

Those agencies make it easy to apply for the international exchange program. They guide them through the process and they can answer any question about the travel and the program.

Once anyone applies to the program, he or she will be able to match with some specific exchange opportunities. That individual must have a profile with specific personal papers and undergo some interviews. Once completed, they will finally have their match hosts.

Participants have to fill out some documents and fulfill other requirements of the Cultural Care agency.

3.2. *Required steps to participate in an exchange program.*

This kind of process takes under 4 months, depending on the person, cultural care, and the agency that is the bridge with the family. It requires 4 steps to do the whole process.

- *Meeting Information.*

Requirements: The person who wants to be an Au pair has to be between 18 and 26 years old. Can't have children or can't be married and has to have at least 200 hours with child work experience

Obligations:

Time limits: One year to do and fulfill all the processes. It can be less time, but it depends on the person.

- *Online application:*

Video, photos and questionnaire, (About the time they have worked with children)

- *Document delivery*

Receipt of payment and personal reference for childcare (in English)

- *Interview.*

The interview will be in English and the questions will focus on the participant's childcare experience and life.

When this last process is concluded, the next step is to wait for a host family interview and wait for the match. When the match is established, the participant has to request their passport, visa, health insurance, and international driver's license. Those are the steps to be ready to fly.

3.2.1. *How is the process to fly?*

International travel planning requires specific and regulatory steps that those who wish to do it must meet: the processing of passport, US visa, and health insurance.

The International planning travel for a person is an experience that can change their professional and a personal life. This process will enrich the English knowledge and the social skills, therefore, inevitably gain experience that will be vital for the professional future of tourism and hospitality administrator, who will face a challenges but with enough experience to know what to do and how to do when traveling and make decisions about their planning. Once accepted, the agency gives to the participant the DS 2019 form which accredits the participant as Au pair and with this student visa J1 is obtained.

- *J1 VISA.*

A J1 visa is a nonimmigrant visa issued to individuals who would like to visit the US as part of a work and travel program, or as a short-term international student or scholar. While there are many categories available, the J1 visa program is one of the most unique, allowing individuals to both study and work at the same time. (For J1 Visa Holders, to see the qualification requirements go to APENDIX A)

- *Health insurance*

Health Insurance is an international travel medical insurance that provides medical coverage for those who are traveling, studying or living abroad around the world, outside of your home country. It offers core travel insurance benefits, with coverage from as little as 5 days. The plan is ideal for anyone, as long as you are outside your home country:

This is designed to cover you in the event of an unexpected accident or injury when you are abroad. This includes coverage for medical expenses, evacuation, repatriation, emergency reunion and other related benefits.

Highlights of the plan include:

- Up to \$1 Million in Coverage
- Hospitalization/ Doctor Visits
- Prescription Medication
- Evacuation/ Repatriation
- Skiing / Snowboarding Included
- Lost Luggage
- Trip Interruption
- Online Instant Application
- Plan Management Online

Delays \$ 400. Wikipedia 2014

- The international driving license.

The agency has to provide this paper. “Cultural Care”.

- Passport

This process has 2 steps. You must set up an Appointment and on the day of the appointment you must present an ID Copy. The total cost is 180.000 PC.

These are steps required to be into the program as a candidate to be an Au pair. A good first step is to review and brush up on their English studies because the candidate has to write papers and has to read many documents about; what is an Au pair? And about the United States’ culture, all of them in English. During this first process the candidate has to read, write and speak, it helps to improve he/she’s English and also, he/she can see in which level he is and whether he/she needs further improvement.

3.1. How does this kind of activity help to start the English learning process?

Are these steps a help to learn a second language? These kinds of steps that a process of cultural exchange requires stimulate the linguist process. During these activities, even at the first steps we can realize many things about ourselves and about our knowledge in English that we didn't know yet.

For example: Speaking and listening are very important when someone is learning a second language. Writing is also very important. Sometimes we can understand reading but writing is another challenge.

We realize that we use our knowledge in English in our minds first when we are writing or speaking, then like when we are talk and a message is then created and transmitted. If you take a moment to grab a pen and paper and write a few sentences you will see that you cannot write without speaking out the words in your head. " Writing is a stress free way to practice speaking because we get to write at our own pace with no audience. We give our mind a tremendous amount of repetition with the grammar, words and expressions of the language used which causes us to remember". (Learner, 2016)

Writing allows us to use all of the words and grammar forms that we are currently learning (even when you have little knowledge) and to solidify those we have already learned. This kind of exercise goes back to the repetition, and for example, we need to produce or hear a word 20 times for it to begin to get it "keep" in your mind, depending on the person, we increase the rate at which we incorporate new words into our usable vocabulary.

"Writing about our days in a journal or diary connects the words and grammars we are learning to the context of our lives". (Learner, 2016) This topic and personal connection creates a

good meaning and allows for greater retention of the text. We remember things better when we put them in a context that is familiar to our lives and interests us.

Writing and speaking in English are the principal way to communicate with the agency in this part of the process. When we are preparing to speak and write we have to read, so it makes us to improve our English and also we can learn new words because we need to understand and be sure what we are reading and writing.

The last step is the interview, in this part of the process, is not necessary to have a perfect English to speak. Of course speaking is always necessary to get ready for the interview because the agency requests that the future Au pair has a specific conversation level. The participant is going to be with a host family who speak only English and will need to be sure that the communication is going to be well. Also the participant is going to deal many challenges in United States all the time and most of the time will face it alone.

The preparation for being part of the program is really helpful to know how is going to be the next year in the host country. This is just a tutorial experience and is not the same experience that be in the United States where the only way to speak will be in English.

We get to see how being in a culture exchange is an excellent way to learn a second language, how it makes us to try our best every single moment even when we aren't yet in the host country. Living away of your home and your country is not an easy way but is a different, unmatched, new and challenged way to improve not only your English but other traits as well. It will make change improve your personality and social skills that in the future help you become better.

You will see the real North America because we only see it through an experience it in person and not on television. An educational or cultural exchange program to the U.S. can help you

better understand yourself and the world around you. Of course the Language will be a great gift from this experience but we have to help ourselves and do the best to improve day by day.

Participating in International Cultural and Educational Exchange program is a life changing experience. It now only broadens student's point of view but also provides opportunities to gain new skills and knowledge. These Programs have an aim of helping increase the participants' understanding and tolerance of other cultures, as well as improving their language skills and broadening their social horizons.

There are many benefits of incorporating cultural exchange. It is going to help bring an international travel experience and also it becomes an adventure that is going to give you a lot of things to learn. It provides an opportunity to create an environment where you can embrace learning about new cultures and give back by sharing their personal customs, and culture.

4. Second chapter

4.1 *United State culture total immersion*

4.2. *Training week.*

When the people from the program of culture exchange arrive to United States to begin their year they spend the first four days in a University in New York, located on the Oakdale campus of St. John's University. They spend the week reviewing child safety and development, earning Red Cross certification in adult and pediatric CPR/AED and First Aid and speaking a whole lot of English.

This training is the first part of the real experience in the host country, all of the people were getting ready to be in this part of the process and the expectative Au pairs are many.

The training week is a door that gives a welcome to the Au pairs into the process and it is also an opportunity to share ideas and to participate in a conversation and classes in English with native teaches a people from every part of the word.

It will bring together almost 300 persons from around the world in order to exchange ideas and attend lectures and training sessions given by personal training of the program. They have the experience to give the classes and to show the new culture of United States. This program is also a way to know more things about the world and it's a different culture. They can meet different kinds of person and customs. Being in a cultural exchange program forces the person to improve all their knowledge in English and the challenges are many. Over the country they are going to encounter different challenges it will be not only English but the different accents and slams that English speakers have.

At the university the participants are going to see how the new country will be for the next year. You will experience how the native person is, how the native food is, the seasons (some of them don't have seasons in their countries) and the English that is the principal goal of most of them. Many things will be different, like the food that sometimes is not good enough for everybody.

Schedules at the Training School are very full. There are breaks during the day and evenings. You get to practice English with other au pairs and be in touch with friends and family back home. This is a normal routine in the training, which is waking up at 6 30am, taking a breakfast and start classes.

Doing those activities is a good exercise to practice and improve the English. Every single moment they have to use their English to communicate in class and with friends. The culture is another point that you, the participant has to improve. Their skills with the community in the host country and how they face the situation is really important to have a good experience and a good learning. It is a skill that is going to be an advantage in the future. "The vast majority of training in corporations around the world is about cultural differences. If companies do anything, they sensitize people in a quick-and-dirty fashion: Indians do X; Americans do Y," (Molinsky, 2015). According with Molinsky, the cultural exchange's student has the opportunity to adapt and adjust his behavior in light of the differences, and therefore he or she should be learning to act outside his cultural comfort zone.

The English challenge and the culture experience are the elements in this program. Practicing the language all the time requires also adapting to the new culture.

This week is a help to know the distinction of the country and it brings an idea about the language and the customs. This provides students with the opportunity to improve their English ability, particularly their oral English skills. In addition, students will be included in selected cultural activities and events as a way to extend their knowledge and understanding of the English language and American society.

4.3. Culture immersion

The cultural exchange program is based in the integration of the student into an American family environment for the year of the student's stay. This host family is going to help and be a support for the participant. You will work as an Au pair with their children. This kind of bond is perfect to be in the immersion because though it, you will learn to be in the culture and live with an American family that forces you to continually express himself/herself in English. You constantly will be improving your fluidity and ability to understand spoken English. "This process is called Total immersion in language learning and it is the situation where the learner spends time in an environment operating solely in the target language. In this way the learner is completely surrounded by the target language, this being defined as the language that the learner wants to learn." (200 words a day.com, 2013)

They are treated as members of the family, actively participating in the host family's normal routine. Families choose to host international students purely from a spirit of generosity and a desire to share their own culture while learning about others. As members of the family, international students may visit relatives, walk the dog or help around the house and garden, attend church, go shopping and go along on family trips. It is therefore important that students interested in this program be truly open to other cultures and able to adapt to changing. There

are many different types of families that participate in this program: with children, separated, divorced or with different religious affiliations.

“Living with a host family will further bolster this learning process, and give you further insights into the mentality of the culture”. (200 words a day.com, 2013). In fact, living for one or two years in United States which is an English speaking country, is an effective experience to learn a second language. While everyone speaks English, you have to use your whole knowledge to communicate.

“It becomes very likely that people get fluent in a language without extensive periods of some form of total language immersion. But only tiny percentages do”. (learning, 2013). Learning the language in its natural environment helps the person in a constant process of learning every single day. One of the benefits of such a lifestyle is that one sees and feels the language in its natural environment, and the learner sees, hears, feels and 'lives the language', seeing expressions, words and phrases in context, complete with the physical movements, facial expressions, hand motions and tone of voice.

4.4. Living with a host family.

Living with a host family is one of the most important aspects of the experience because it means you will spend your total time with them in their life, practicing English and learning from them. Also means that she or he has a support like in a real family, anything that he needs they can help with it. If you feel like going to the doctor or talking about any difficult experience that could be happened can be expressed with your host family. Being in a cultural exchange is a challenge that everyone could face in a different way for some people because it is not easy. Being homesick could be a problem but the host family becomes a big support to help with this situation.

The most important part of living with your host family while studying abroad is you are able to value and learn from your immersion experience. You can learn about everything like local customs, popular food, cultural differences, and so much more from them. A host family is not just a person or group of people who have an extra room available. They are willing to open their lives to you for the duration of your stay.

The host family will include you on their family vacation, friend's meetings, shopping experiences and any activity that they have. The communication is really important because you are going to take care their children and you are going to live with them and share a lot of moments, so is really important to talk to them. This helps with learning the language, and it helps you get to know them. It will help you to be on the same page with them, and also becomes safety aid too. Let them know where you are on the weekdays or weekends and when you are traveling, and give them an easy way to contact with you. It becomes really important for you to be closer to them and makes communication the principal contact. Using English in all the forms is the principal function of the relationship between the host family and him.

At the first moment the communicate could be a little difficult in case that you don't have a good English, so they can use other kinds of communication like body language or face language. The point is to have a good communication, it helps in many ways, and you can see what is your strength and weaknesses are in English. You have to do the best to communicate all about your activities and routines because is a way to show respect and teamwork.

Spending time with native people makes that you want and desire to learn more English because, how we said before, the communication is very important and necessary in the experience. Studying through internet, television, music or even with the children's knowledge, becomes a way to learn new words and expressions in English.

The children are the first source of learning English in your stay. The children are going to be with you many hours per day and the communication is going to be in English all the time. Practice and spend a lot of time with them makes learning English something natural and easier to learn than in a classroom. Children know a lot of words, sentence, and they have a good pronunciation and fluency, because it is their first language.

It's important that the relationship with the children will be the best because when the participant spends most of his time with them, the relationship is a way to learn all about them and to have a good experience in the host country.

Learning English with the children means a lot of opportunities to practice and learn new words and offers a way to be able to study with them.

Play is critical to the healthy growth and development of children. Like children we can learn playing and we can improve our English through it, because any activity that the children do require talking and spending a lot of our time speaking about the same game or activity that we are doing. It makes the repetition a good way to learn the language. They are going to correct us with the pronunciation and with the grammar. Children don't care to talk honestly about mistakes then the others do, due to that, they are the best teachers and we have the certainty that they are going to help us.

During the playing experience the way should show a lot of opportunities to learn.

Games could be a form to create any thing that we want, that makes playing a flexible way to do with our knowledge wherever we want and improving English will be fun and easy to learn.

- *Learning through books.*

Reading in other idiom could be difficult to do if we don't have the enough knowledge of the idiom. But is very important to improve the idiom and try all the things that we can do for learn every day. Children books should help the experience and it could be fun for the children and for the reader. Reading is important for the children and for learning a new idiom. It helps us expand our vocabulary and reading new words puts them in your mind. Seeing how words are used in different context can give a better understanding of the word usage and definitions than the cold facts of a dictionary.

Being with children isn't just playing or taking care of them, it benefits you. Its helps you and gives you full time learning different words. Something special of being with children is that if you want to learn a language of them you are going to learn like they learned it. "As you may well have noticed, children acquire their mother tongue through interaction with their parents and the environment that surrounds them. Their need to communicate paves the way for language acquisition to take place. As experts suggest, there is an innate capacity in every human being to acquire language". (Eslbase, 2013). It will be a new and interesting way to learn a second idiom.

Children after five years old, s/he can express ideas clearly and almost perfectly from the point of view of language and grammar. Like us, their parents never sit with them to explain the workings of the language, their normal language, show a superb command of intricate rules that they are going to keep naturally in their mind. "This suggests that it is through exposure to the language and meaningful communication that a first language is acquired, without the need of systematic studies of any kind. When it comes to second language learning in children, you will notice that this happens almost identically to their first language acquisition. Teachers focus

more on the communicative aspect of the language rather than on just rules and patterns for the children to repeat and memorize. In order to acquire language, the learner needs a source of natural communication.” (Eslbase, 2013) In order of the last fact, we can see that the children learn the language different that the adults, and it is not a difficult thing it is a normal and a natural process. It’s important to have a grammar base before attempting to learn a second language when we are adult. But when we learn it with children it should be in the way that the children learn, without specific rules, just with the practice, repeat and memorize, the emphasis is on the text of the communication and not on the form.

However, being with a host family is the best way to learning all the time. When the children are playing, eating or just talk it gives you the opportunity to practice and learn. They are really good friends who anyone can talk to and playing helps make the experience something fun and easy to learn. They are willing to always help, because they, like the participant, are still learning and improving all their knowledge in English with the difference that they already have more time practicing and learning than the participant, they are a native student.

4.5. Learning English in your free time.

During this experience, you are going to have a free time every day, in the afternoons or at night. However, this time could be used to learn and to improve your second language even though activities that you like to do for fun. The idea is to make learning English fun though the right tools and habits, the participant should be having a free time or even with the children he can do things like watching your favorite program on TV, leasing your favorite music on your phone, reading children books or novels and talk with your host kids.

“Music is frequently used by teachers to help second language learners acquire a second language. This is not surprising since the literature abounds with the positive statements regarding the efficacy of music as a vehicle for first and second language acquisition. It has been reported to help second language learners acquire vocabulary and grammar, improve spelling and develop the linguistic skills of reading, writing, speaking and listening”. (Jalongo and Bromley, 1984). There is scientist evidence about learn though the music or things that are repetitive. Then there is the so-called “Mozart Effect”, the concept that listening to classic musical boosts the performance of mental tasks like learning. (FluentU, 2016). In fact, listening music could be a good and fun way to learn new words.

Spend the free time in things that involve activities with English is necessary to improve and practice the idiom all the time. He or she can learn a lot of in Songs and music like children, because, almost always contain a lot of useful vocabulary, phrases and expressions. And since the intended audience is native speakers, songs and music include up-to-date language and colloquialisms. The language used is casual and actually usable, if you pick the right music.

“Also you can get familiar with the sound of English. Listening to songs will also allow you to focus on your pronunciation and understanding of the English language’s rhythm, tone and beat. The function of the songs into the mind makes get English stuck inside the head because, many of the words and sound patterns within a song are repetitive and this makes it easier for them to stick in the mind. Music has an uncanny ability of getting stuck in our heads. Tunes and lyrics will often infiltrate in our thoughts and played over and over in our minds. All of which will help you to learn English through songs as you easily memorize vocabulary and phrases.” (FluentU, 2016)In fact, after a short period of time you will find it almost impossible to forget

them. It works like learning with the children, because it becomes memorized vocabulary and useful phrases that you could use every day. With time, you could learn it fluently.

Music and TV are always beneficial. People find learning a new language difficult so they put an extra minute in the day to devote to their studies. But when you're learning English through songs, television or something that you enjoy, you don't need to set aside too much time because you can take those things with you wherever you go. You can have English songs playing in the car, kitchen and the shower. You can even watch English shows on your phone.

Music and TV shows teach you English culture and it gives your insight into English-speaking culture and how English-speaking people think and feel. Familiarity with popular songs and artists gives you something to talk about with your English-speaking friends.

4.6. Learning English outside of home.

There are different kinds of opportunities that he or she could have outside of home to learn English during the experience in a host country. We can see:

Moving into the new city:

Being in a new place requires you to know all about your surroundings. You need to know where the cinema is, where the grocery stores- are, the bars, the pharmacies, the libraries and any place that you should need. To find those places we need to move and the first step we have to find is transportation. We know that sometimes it's difficult because it's a new environment and for sure we are going to get lost, but we have to do it. Could you imagine how could be this experience in other language?

Using English outside of the host home is scary at the first, because it's the common language used. You encounter different kinds of people from all parts of the world and it makes the English learning experience different and a little difficult. Even Native people have a different accent.

You have to talk and use your English knowledge that you have even if it has any mistake in order to communicate with others. You need to know where the bus station is. You even need to know where the metro station is, and this is a good opportunity to start a conversation with any individual.

Hi! Excuse me; do you know how I can get to the metro station? This is the common question that anyone who is from a different city and wants to know where the transportation is in order to get back home or get to another place. Understanding the native person's reply and understanding the answer is a good way to start, because to get an address is a tricky topic.

This experience is going to help with the listening skills and it makes that the individual gets confidence with his knowledge. It becomes a perfect way to practice and meet new people. This becomes one motivation to speak English. It becomes more than a wish but a necessity in order to live in United States. You have to move and get to many places and the only way is through the speaking.

When we are outside on the street anything could happen. We can either find the correct place immediately or we can get lost. Anyway, if we get lost, it becomes an interesting scenario. Being sometimes lost and having exposure to authentic English is good and becomes a motivating way to learn through the conversation.

Sometimes the hardest part is how to start a conversation. If we don't have the opportunity to live in English speaking country, it requires courage to start. The author reenacts a moment she was with her friend and they encountered two scenarios to begin a conversation. The first scenario was asking directions in the metro station, and the second one was if whether we were lost. The both scenarios were perfect to practice and this is the advantage of being in English speaking country.

4.6.1. Going shopping.

Finally, we get out of home and we learn at least how to take the bus or the metro, and of course we use our English to do it. Going shopping is an activity that is fun for almost all women and for some men, but also is a necessary activity that we have to do to live and to have a life anywhere we are. Taking the bus and going to find wherever we need is a normal activity in any life, but in a host country that has different language is a challenge in the first months. What happens if we don't understand what the waiter says? And we order something that we don't want? Or if we are buying clothes and the customer service say something important and we don't get it? There are many kinds of conversations that are going to help us with our English and with our needs and also it going to put on the limit our knowledge.

All the activities we encounter give us the possibility to make a new friend or just have a simple conversation. This is the immersion culture that we have to find it. One of the most rewarding parts of learning foreign languages is that it helped to make connections with people overseas. Being in a restaurant, pharmacy, clothes store, shoes store, or even at the library are a world of possibilities to know about the new culture and the new language.

4.6.2. Making friends.

This program offers an opportunity to make friends from the agency. They provide a meeting every month where he or she has the opportunity to meet people and make friends. There are people from around the world that always look to have the same experience. They desire to learn, meet new people, and travel around the country. This is very important because it is a great opportunity to make friends and improve English.

He or she already has some knowledge of English in his mind, but speaking and understanding the language are skills that require time plus practice. They practice with their host family or their host kids because they don't judge how fluent the English is. Although this sounds bad, it is perfect because is the best way to learn the real English without being corrected or judged. This is one of the advantages of being in an English speaking country. Sometimes we meet people from other countries and they have different native languages. Meeting them is also great because they also need to learn English to communicate.

“Unfamiliar vocabulary is acquired when its significance is made clear to the learner. Meaning is conveyed by providing extralinguistic support such as illustrations, actions, photos, and realism. This in turn results in what Krashen refers to as "comprehensible input" since the linguistic input is made comprehensible to the second language learner”. (Suzanne L. Medina, 2002). According to Suzanne L. Medina, using English and hearing how others use it makes it that he or she become able to explain and organize his ideas and wishes in his mind. This benefits any individual in improving their skills in development in speaking and understanding English. This is a reason why making friends is really important to make the process a successful experience.

Using English in a conversation is a challenge that could be scary because most adults learning are afraid about making mistakes. For children this is different, they don't think that making a mistake is bad and don't get judged. They think that it is normal and they just keep doing learning activities as they get older until they get it. Spending time with children help an individual improve. Many new words could be identified and we can use it outside to communicate with others. At the first time when you speak in another language that is not your mother language, the challenges are whether you understand what the others are speaking and if you are speaking in a correct way. This is a part of the process, making a mistake is important in order to learn a new language. You will only fail to learn if you do not learn from failing.

Living in a different country, we encounter many types of challenges that we have to overcome. If we want to learn their language, we encounter challenges like how the new people are and how different their culture may be. We also have to understand accents and keep up with the speed in which they say pronounce words. Making mistakes is important to learn, but why is it really important? "Where no one can predict what will work, people who try and fail have a higher probability of success." (Szynalski, 2015)

The process of English learning involves many mistakes; in fact, as a beginner, almost everything you do is wrong.

Are mistakes costly? You bet. Every English teacher knows that mistakes can easily turn into bad habits, which are difficult to unlearn. When you fail in business, you lose money. These are the costs of mistakes. But you have to accept them, because there is no other way to succeed in business or in a learning process.

In fact, copying and transforming sentences is an easy job for the brain in languages, knowing the right way *is* enough. If you can remember and understand a sentence in a foreign language, you can repeat it without any mistakes. If you remember two correct sentences, you can transform and combine them into another correct sentence. There is little room for mistakes.

Now of course things are a bit more complicated than that:

We have seen that language learning *can* happen with few mistakes. But why *should* it? Don't you agree speaking and writing with mistakes an effective way to learn a foreign language? After all, "practice makes perfect", doesn't it? Here is the point where making friends is the best way to practice and making mistakes only helps you improve.

You can practice the last things as often as necessary to learn, and doing it with the people who speak fluently, is the best way to correct yourself and improve.

4.7. Traveling.

Traveling is the dream that we've all had but this becomes an experience more than just travel; it becomes the possibility of experiencing the different kind of customs in the world. How do they think? How do they live? How do they speak? There are a lot of things that we can learn in a trip. Being in a cultural exchange is a permanent trip and every day we discover something new. We can discover a place, an artifact, or even a certain individual. All these experiences give you an unforgettable memory.

This cultural experience is also a routine and gives us a break from our daily life, "unplugging from the pulls and pushes of technology and engaging in new activities in new places. You have an easier opportunity to release unwanted habits and also it is empowering to surround yourself

with people who don't know the encyclopedia of your past. It reinforces your willingness to broaden your horizons, to get unstuck and to move in new directions.” (Mordini, 2012)

You can go to Florida parks, Miami, California, Niagara Falls, Boston, Philadelphia, New York, Etc. There are many places that you could visit in United States that will be awesome and also it is an opportunity to know more about the country and the idiom.

Traveling is important to learn about United States and English, because: It Provides learning and education about places and history, which this helps us in our learning process. We are forced to speak in English and help us connect to other cultures and people throughout the trip. We have to eat, sleep, buy, and visit places in a trip. It is a perfect way to gain more knowledge in a second language.

This helps to understand culture more in depth, expand our awareness and introduces us to greater diversity. “Whether you live in central Kansas or New York City, whether you live in Miami, Nevada, or the Pacific Northwest, you are working with and establishing relationships with people--people who all have cultures. (box, 2016)

Traveling is something really fun and also helps us learn through the process. Having fun and learning are the best mix that gives us a break from our fast-paced lives. The cultural exchange sometimes could be stressful because it is a mix off a lot of things that are really new, so we have several things to learn and to do. Finding new ways to expand our awareness and introduces us to greater diversity is great as well as traveling helps us break habits: mentally, physically, and emotionally

We can find many things that explain why traveling is a great thing to do, for example: gives us time to heal, reduces stress and helps us regain enthusiasm for life, Stokes curiosity and

awakens our inner child by offering us new, “first-time” experiences, promotes patience by releasing heavy expectations of the “one right way” mentality thereby allowing life to flow more organically, and one that is interesting for improve our English is the opportunity to get lost and face one’s fears of the unknown

Traveling helps us lose and face one’s fears. At the same time this helps us to be more social which is really important when we are learning an idiom. Practicing a second language while we are alone in a host country is the goal and being social is the first step. Traveling not only makes you comfortable talking to strangers, it makes you better at conversation. After talking to people all the time, the same questions get boring. You start even boring yourself. After a while you don’t care where people are from, where they are going, how long they’ve been traveling, and Etc.... Those kinds of questions don’t actually tell you anything about the person.

It’s better to ask interesting questions, the ones that matter and tell you more about the person. When you get this kind of skill, you’ll get confident because you’ve traveled. You got to speak with strangers, navigated unknown cities and conquered your fear of heights. You’ll be more confident and of course you’ll be sure about your English abilities after accomplishing so much so you will definitely feel a lot of confident in your English knowledge.

5. Third chapter

5.1. *Learning through academic training*

Practicing our knowledge is important and necessary to Help learning English, practice an extensive range of functions including agreeing and disagreeing, negotiating, collaboration with other people, and so on. Often persons need help with ideas

United States is an English speaking country which means that being in this country you have the opportunity to learn English through academy programs.

There are different types of academic programs in United States to learn English as a second language and more important in some states, these programs are free because of government law. Wherever you are in the United States, you can find various academic training programs to learn the idiom with American teachers.

Universities give different programs to learn English as well. We are going to see some of Washington DC's Universities that offers English programs as a second language and also different institutes that offered English courses.

Below you will find different courses to help this process in Washington Dc.

A. *Georgetown University.*

Georgetown University has a Georgetown's continuing Studies English (CSE) program.

Continuing Studies English (CSE), Georgetown University's part-time night & weekend English as a Second Language (ESL) program, helps adult learners improve their English fluency to achieve career and educational goals.

They offered 3 kinds of course:

- Conversational English Course:

Those courses are offered to advance levels.

Those courses are going to be for 2 months, 2 days per week and 2 hours per day.

- Integrated Communication Skills I: Required language proficiency:

Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters.

- Integrated Communication Skills II: Required language proficiency:

Can speak and write in loosely connected sentences, can ask and respond to questions, and can understand short predictable texts.

- Integrated Communication Skills III: Required language proficiency:

Can speak and write in connected sentences in present, past, and future tense about everyday social situations and familiar topics and can understand familiar spoken and written texts with accuracy.

- Communicative Grammar: Practice English grammar within a communicative environment to improve your accuracy in speaking and writing.

Required language proficiency: Can speak and write in sentences and understand short texts.

- Business English Courses

- Business Communications I - Required language proficiency: Can communicate in basic situations, write short compositions in present, past, and future tenses, and understand familiar spoken and written texts.

- Business Communications II -Required language proficiency: Can speak at length about a variety of topics, participate in group conversations with some ease, and write organized paragraphs as well as understand clearly structured spoken and written texts.
- Business Communications **III** - Required language proficiency: Can speak in paragraphs in informal and formal situations, use detailed examples to support opinions and preferences, write several paragraphs with clear connections between ideas, and understand the main idea and many details.

TOEFL Preparation

Develop advanced speaking, listening, reading and writing skills in preparation for the internet-based TOEFL exam. 1 day, 3 hours and 30 minutes per day during 2 months.

iBT-TOEFL Preparation I -

Required language proficiency: Can speak in paragraphs in informal and some formal conversations, write basic academic paragraphs, and understand clearly structured texts.

Below you will find different courses that the author took to help their English learning process in Washington Dc.

A. *International Language Institute. (ILI).*

- Intensive English as a Second Language (ESL) Day Program. 25 hours per week

Since 1970, the International Language Institute has provided English instruction to thousands of students from all parts of the world.

- College test preparation.

This program is really important because help to nurture real understanding of each part of the test. (To see the program of the course, go to Appendix B)

(To see the certification of the course, go to Appendix C)

C. LADO international institute.

English as a second language

Morning. 5 hours per day, 4 weeks 17 days.

Afternoon 4 hours per day, 4 weeks 20 days.

Evening 4 hours per day 4 weeks 20 days

(To see the program of this course, go to Appendix D)

Learn how to, Use grammar (nouns, simple present and progressive verb tense, sentence types, etc.) Identify people and things. Introduce and greet people, Make informal phone calls and

The students are going to get Skills by writing a description of their family, a particular friend, and a classmate, Practice pronunciation, read fiction stories, listen to and practice saying vowel and other sounds

Educational programs offered by LADO International Institute based in the United States are validated by the Accrediting Commission of the Accrediting Council for Continuing Education and Training (ACCET), a national accrediting agency recognized by the United States Department of Education. (To see the certification of the course, go to Appendix E)

B. Washington English Center.

Since 1993 Washington English Center (formerly Language, Education, and Technology Center), a community-based program, has offered English and literacy training to low-income adult immigrants in the greater Washington area using volunteer teachers and tutors. Our mission is to provide excellent and affordable English classes and other workforce programs to adult immigrants using volunteer teachers.

OUR GOAL: To provide high-quality educational services, access to technology, and life-skill programs to all low-income adult immigrants in the Washington metropolitan area, regardless of ability to pay. (To see the methodology of the class, go to, Appendix E)

(To see the certification of the course, go to Appendix F)

5.2. Experiencing the learning course.

Based from the experiences of the author, we are going to talk about the importance of the course in the cultural exchange program.

Those are examples of the kinds of academic programs that are in Washington Dc. We are going to discuss the importance of attending these programs for learning second idiom. Even If we are in an English speaking country where we can practice the speaking skill in English all the time, I'll explain the benefits of these programs.

Most English learners feel that they need more conversation practice. In fact, over the years "I've felt that I want to request new skill in conversation practice". The author wants to be able to communicate fluently in person and learn while doing it. Grammar, writing and other skills are all very important, but in the many students' minds, conversation is the most important.

5.3. *Why is it important to take academic programs to learn English, according to the author?*

The academic courses that the author took provide a foundation for communication, because those courses are especially focused for people that want to learn English as a second language. When you begin to have good grammar, your message will become clearer, and it will make more sense for the listener to understand the message's intent and meaning. That is what communication is all about. If we want to have good communication with an English speaker, we need to learn grammar and being in this course definitely benefits oneself and helps bring better results.

The author believes that that the purpose of having good grammar is to ensure that what you write is correctly and easily comprehended. Understanding punctuation is also very important when completing a sentence. The placement of a hyphen, comma, or apostrophe, can completely change the meaning of a sentence.

Example 1: a hyphen "*There were 60 odd competitors.*"

I wonder: in what way were they odd? The thoughtful placement of a hyphen clarifies the dilemma:

"*There were 60-odd competitors.*" (The competitors weren't really odd at all.)

Example 2: an apostrophe

"*The girls room is very untidy*"

I wonder how many girls inhabit that room? An apostrophe can easily clarify this:

"girl's room" - one girl inhabits the room

"girls' room" - more than one girl inhabits the room. (Blog, 2010)

We can see how grammar is really important according to the author, explaining it's not only just speaking fluently but It is also important to read and to write. Do you remember how many times you have to read the same part of a book to understand what it means? This is not only a problem to understand what we are reading. It becomes a challenge and causes indecision to keep reading. If we don't enjoy reading in English it means that we have a problem with the grammar and also that we aren't able to understand perfectly.

When we are in a cultural exchange program, we feel that the most important task is to be able to express our self and realize what our weaknesses are and strengths are. The first step to correctly take a view of our grammar knowledge, because it is the support of everything we know in English. It's important to be able to express yourself. But wouldn't it be better if you could do so in a way that people would find you easy to read and understand? Writing that is poorly punctuated and/or contains grammatical errors is difficult to read and sometimes impossible to understand. If the reader has to go back and re-read a sentence several times because they are not quite sure what it means, it spoils their reading experience and they are quite likely to misunderstand the point or even to give up and not read any further.

We realize that the 3 skills: speaking, writing and reading are the support to knowing English. We already know that; it isn't a secret but the difficult part is to find a way to develop all of them.

We are students who want to learn English as a second language, considering that we already have a mother language. We are aware that the learning process of English will be different than our mother language process. We learned to speak Spanish through our parents as a toddler until grade school step where we learned how to write and read. With a second language and if we are adults, we have to take a different approach on how we have to learn it. Everyone has a different way of learning it, whether online tutoring or various other options. Being in a cultural exchange program requires a different approach to learn English than if we chose to learn the second language in our country. Being in America, one is forced to be able to know English. It is necessary to talk in English all the time. It is not an option or a rule from some school. It is a requirement that you have to have in order to live in an English speaking country.

Being in a course during the immersion language process is really important. We talk about the importance on why we need to learn the correct grammar structure and we discuss some problems that could happen if when we don't have a good English grammar background. This process is possible because the English teachers are native speakers who know how to teach the language. They help with:

Those courses make us study every day and this is one of the things that makes the process a successful experience.

When we are in an English class we are going to talk in English and also we could at the same time see our mistakes and try to correct it with the teacher or with a classmate, those things and

the homework are going to be the extra study that we make for our self in our home. We realize what we need to study and the teacher is going to give us what we have to practice

to be better in our process.

Study every day: It is important because it makes that your brain absorb more information and it is not necessary to do it for a long time. Studying at least one hour per day is enough time to memorize words or learn something new or even review something that you already knew. Short, steady practice is much better for learning than long periods on an irregular basis. The habit of studying English every day will help keep English fresh in your brain.

This is the order in which we study: We do a Little Grammar, A Little Listening, A Little Reading, and A Little Writing. Whatever we do is very important because we get to practice every day. Our speaking depends on our grammar, and our listening depends on how fluent we speak. What we know about grammar is due to that all the process is a constant communication in our brain.

When we study every day, it prepares us more to Study English in class.

We have to be ready to have a conversation each class. We get exposed in class different kinds of English speaking exercises that help us remember and that helps us become more confident when it comes to speaking in person.

When we are studying we have to do some exercises to help us warm up, just as there are exercises to help an individual warm up in soccer. There are exercises to help us before school, there are exercises which can help us warm up to study English. Here are some simple exercises which helped us to warm up for class:

Activate your vocabulary by thinking or speaking briefly about the subject you are about to work on. For example, if you are going to study English on topics that focuses on vacations, take a moment to think about your last vacation, what you did, what you enjoyed, etc. This simple exercise will help your brain warm-up to vocabulary that you are likely to encounter as you study English about this particular subject.

Activate your grammar by thinking about the general grammar area before you begin to study. For example, if you are going to study English grammar focusing on your past, stop to think about what you did last weekend, where you went, etc. to help activate what you already understand about using the past tenses in English.

Those courses make you review Grammar as Your Watch or Read

The teacher gives you one grammar goal when you are reading; this process helps you to improve your grammar because you have to think once or twice to understand what you know or what not. For example, try to write down each example of a form you are studying such as the present perfect. Use highlighters (colored pens) with texts to highlight forms that you are studying. This is a form to review your knowledge and to learn the new things that you have to know about English.

The different kinds of process that you could do in a course, could help you to realize others ways to learn.

Use Different Learning Methods

Be in a school and at the same time that be in an English speaking country is the perfect way to use different ways to study English. We already practice our English speaking and we use a variety of methods which will help all the parts of your brain (multiple intelligences) help us. For

example, if you are learning new vocabulary, create a word map, describe a picture, make a list and study that, type out the words five times. All of these methods together help to reinforce your learning. Most of the time those methods come from the English teachers and of the type of study methods of the school. They teach what to do to help us to memorize words, pronunciation, and the different English rules, also the process of the listening skill is aided by it.

In the free time we have a lot of methods with which we could learn new things because at home everything is in English, the ingredients of the food, the toys of the children, the television, the music, the news, the book, everything, and it helps our brain to remember all the time. And with all those things, the practices every day and the school course we have the enough learning methods to learn English.

When we are in school, making friends is part of the process when we are learning English because it provides us this is important to practice. You can practice the exercises together, have conversations together (in English!), and, as you study English together, help each other with exercises you may not understand. We already talked about how Important is to have a friend. Any method that we can find to learn and to memorize is going to help the learning process.

Now, when we realize why going to class in a cultural exchange really does matter, Also there are a lot of more reasons to go, for example, you'll learn what you need to know instead be at home or wherever you could be. You'll never know how important a lesson is. You'll learn what you don't need to know, for example, when you think that you know the correct word's sound, but your teacher tells you that you don't say it in the correct way, or when you learned some sentence from television but it is incorrect. We have many things to correct in our knowledge and being in course is the best way to do it.

We are in a constant process of learning because all the topics that we read in English, to practice it, have several information about something interesting. For those reasons and more that even we don't realize, the academic process is important and useful in a cultural exchange program to learn English.

6. Fourth chapter

6.1. Research as a way to learn English

“Research is a process of investigation. It is an examination of a subject from different points of views. It’s not just a trip to the library to pick up a book, or picking the first five hits from a computer search. Research is a hunt for the truth”. It is getting to know a subject by reading up on it, reflecting, playing with the ideas, choosing the areas that interest you and following up on them.” (Merchant, 2001). In fact, Research is the way you educate yourself and could be a good option to learn anything. English process requires time of practice, reading, writing and the contact with others that help us to improve our knowledge in this order, the research will be a perfect way to do all those things and to improve all the process of the cultural exchange.

“Project-based learning hails from a tradition of pedagogy which asserts that students learn best by experiencing and solving real-world problems.” (Barron, 2008) In fact, we can figure out how one research is going to be important in a process of learning a second language while we are in a host country (An English speaking country) because, once we have the tools to go outside and ask question to find the answers that are necessary to do the research and o find and resolve questions, it will be a way to review our knowledge and prove it. Find the way to ask and communicate with others, even in our mother language, is a little difficult and require of strategies which help to do the best and have a good contact with others.

Doing a research is going to help to improve everything that the immersion culture minds in the English learning process. We are going to see a research on Role of the White House on Washington, DC tourism, based on a review of tour guides

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Role of the White House on Washington, DC tourism, based on a review of tour guides

- *Statement of the Problem*
- *Overview.*

Tourism is one of the world's fastest growing industries as well as a major source of foreign exchange earnings and employment for many developing countries. Tourism can be defined as people "traveling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes". (UNWTO. World Tourism Organization. , 2009). Although many people around the world travel every year to another place with different motivations and expectations, there is one special reason why people travel. Sightseeing tours help people meet their expectations by providing them "the act or pastime of visiting sights of interest." (Language, 2011)

Making a trip to visit a representative place in a different country, such as the White House, is an activity that is not new: humanity has always been fascinated by constructions that are important to different cultures. A tourist attraction is "a place of interest where tourists visit, typically for its inherent or exhibited natural or cultural value, historical significance, natural or built beauty, offering leisure, adventure and amusement." (Wikipedia, Tourist attraction, 2016) There are special reasons to visit a tourist attraction, and what we decide to visit depends on many factors. When we are thinking about visiting a place we need to plan which parts of the place we are going to see. Because everyone has a different perception and opinion, some attractions have more impact than others.

Washington, DC is a city that was intentionally built to be the capital of the United States. Because of this its space has a lot of places to visit, and many different kinds of tour guides exist

to help people do that. The White House plays an important role in attracting people from outside and inside the United States to visit. This can be seen in the central role that it plays in almost every tour guide of the city.

- *Justification.*

Nowadays tourist attractions are one of the main reasons why tourists want travel around the world. Many people travel thousands of kilometers to see specific places or things. The practicing of touring, especially for pleasure, has been becoming popular. According to the Air Transport Action Group, the world's airlines carried a total of over 3 billion passengers in 2013. “Tourism in the United States was well established both as a cultural activity and as an industry”. (Wikipedia, 2016) And “Nearly 35 million people visit the United States from other countries every year”. Most of them are tourists or businesspeople, and most come from Canada and Europe. The District of Columbia welcomed a record 17.9 million visitors in 2011 — a number that tops the District’s previous record of 17.4 million total visitors, set in 2000. ((OTTI), 2011). Because tourism is such an important industry in areas like Washington, DC, many tour guides exist in Washington, DC that offer different kinds of routes within the city. While many of the tours have special routes, they really aren't so different each other, since the city has many specific places that everyone wants to visit.

One of those places is the White House, which is the official residence and principal workplace of the President of the United States, located at 1600 Pennsylvania Avenue, NW in Washington, D.C. It has been the residence of every U.S. president since John Adams in 1800 (Wikipedia, White House, 2016). This building has an important worth in the United States and around the world. Its history, the important things that happen in it every day, and the role that it plays in popular culture persuades people from all over the world to travel to see it.

- *WASHINGTON, D.C.*

Washington, D.C., formally the District of Columbia and commonly referred to as "Washington", "the District", or simply "D.C.", is the capital of the United States. The signing of the Residence Act on July 16, 1790, approved the creation of a capital district located along the Potomac River on the country's East Coast. The U.S. Constitution provided for a federal district under the exclusive jurisdiction of the Congress and the District is therefore not a part of any state.

The states of Maryland and Virginia each donated land to form the federal district, which included the pre-existing settlements of Georgetown and Alexandria. Named in honor of President George Washington, the City of Washington was founded in 1791 to serve as the new national capital. In 1846, Congress returned the land originally ceded by Virginia; in 1871, it created a single municipal government for the remaining portion of the District.

Washington had an estimated population of 672,228 as of July 2015. Commuters from the surrounding Maryland and Virginia suburbs raise the city's population to more than one million during the workweek. The Washington metropolitan area, of which the District is a part, has a population of over 6 million, the sixth-largest metropolitan statistical area in the country.

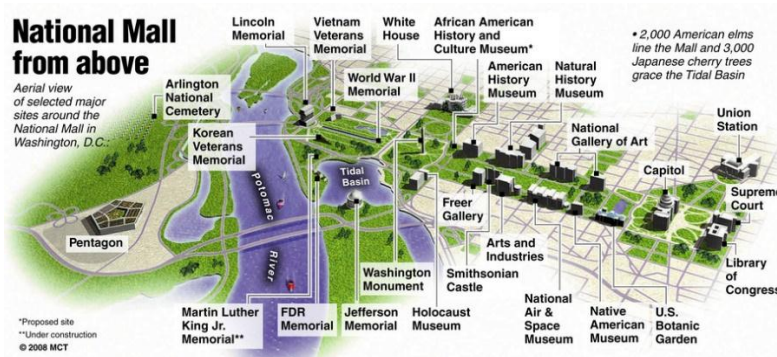
The centers of all three branches of the federal government of the United States are in the District, including the Congress, President, and Supreme Court. Washington is home to many national monuments and museums, which are primarily situated on or around the National Mall. The city hosts 176 foreign embassies as well as the headquarters of many international organizations, trade unions, non-profit organizations, lobbying groups, and professional associations.

A locally elected mayor and a 13- member council have governed the District since 1973. However, the Congress maintains supreme authority over the city and may overturn local laws. D.C. residents elect a non-voting, at-large congressional delegate to the House of Representatives, but the District has no representation in the Senate. The District receives three electoral votes in presidential elections as permitted by the Twenty-third Amendment to the United States Constitution, ratified in 1961. (Wikipedia, Washington DC, 2016)

Monuments, memorials, museums, picturesque scenery and magnificent architecture are abundant in Washington DC, also It has so many important points of interest that for most travelers there is just so much to see and do. The tours guide is a convenient and fun way to do it. Those tours have narrated tours that provide entertainment and fascinating facts about the city and United States history. (America, 2016)

Important points in Washington Dc which are included into the tours:

The National Mall



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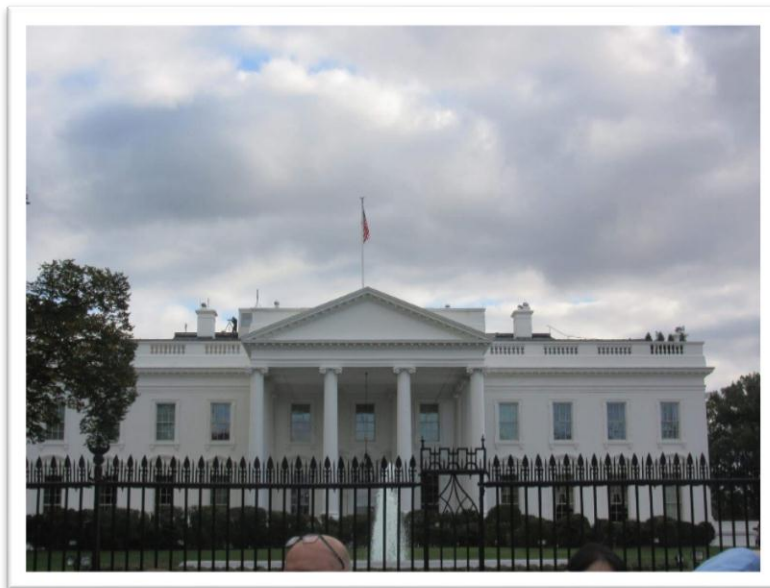
Most attractions in Washington, D.C. are located within an extensive national park called the National Mall, which includes the area between the Washington Monument and the Capitol of the United States.

Within the National Mall are the iconic White House, the Lincoln Memorial and the Smithsonian Institution, which houses the largest collection of documents, specimens, and artifacts from all over the globe. The National Museum makes Washington seem as if it were an open-air museum, where people can wander freely, take pictures, and see the United States' historic legacy represented by the following landmarks, monuments, and memorials:

- *Approach.*

For this section, the author wanted to discover the role that the White House has on tourism in Washington, DC. To do this, I researched the impact that the building has on sightseeing tours in the city. First, she identified online tour guides for Washington, DC, using online research. She then analyzed the importance that the White House plays on tours guide routes to understand the role of the White House in Washington, DC tourism.

- White House



Author Eliana Cucancho (2016)

“Address: 1600 Pennsylvania Avenue

NW Washington, D.C. 20500 U.S.

Design and construction: Architect James Hoban

The White House is the official residence and principal workplace of the President of the United States, located at 1600 Pennsylvania Avenue NW in Washington, D.C. It has been the residence of every U.S. president since John Adams in 1800. The term White House is often used to refer to actions of the president and his advisers, as in "The White House announced that...".

The house was designed by Irish-born James Hoban and built between 1792 and 1800 of white-painted Aquia Creek sandstone in the Neoclassical style. When Thomas Jefferson moved into the house in 1801, he (with architect Benjamin Henry Latrobe) added low colonnades on each wing that concealed stables and storage. In 1814, during the War of 1812, the mansion was set ablaze by the British Army in the Burning of Washington, destroying the interior and charring much of the exterior. Reconstruction began almost immediately, and President James Monroe moved into the partially reconstructed Executive Residence in October 1817. Construction continued with the addition of the semi-circular South portico in 1824 and the North portico in 1829.

Because of crowding within the executive mansion itself, President Theodore Roosevelt had all work offices relocated to the newly constructed West Wing in 1901. Eight years later, President William Howard Taft expanded the West Wing and created the first Oval Office which was eventually moved as the section was expanded. In the main mansion, the third-floor attic was converted to living quarters in 1927 by augmenting the existing hip roof with long shed dormers. A newly constructed East Wing was used as a reception area for social events; Jefferson's colonnades connected the new wings. East Wing alterations were completed in 1946, creating additional office space. By 1948, the house's load-bearing exterior walls and internal wood beams were found to be close to failure. Under Harry S. Truman, the interior rooms were

completely dismantled and a new internal load-bearing steel frame constructed inside the walls. Once this work was completed, the interior rooms were rebuilt.

The modern-day White House complex includes the Executive Residence, West Wing, East Wing, the Eisenhower Executive Office Building—the former State Department, which now houses offices for the President's staff and the Vice President—and Blair House, a guest residence. The Executive Residence is made up of six stories—the Ground Floor, State Floor, Second Floor, and Third Floor, as well as a two-story basement. The property is a National Heritage Site owned by the National Park Service and is part of the President's Park. In 2007, it was ranked second on the American Institute of Architects list of "America's Favorite Architecture." (Wikipedia, White House, 2016)

Identify online tour guides for Washington, DC

Online research of tour guides and sightseeing tours for Washington, DC identified a large number of resources. The table below shows a list of all the resources that I identified and reviewed. For each tour identified I researched how long the tour was, if the tour included the White House, and how much time was spent there.

Name	Tour name	Includes the White House	Total time	White House Time	Source Location	Described in detail below
Weplan n	Descubre Washington en Español	yes	4h	20 m	http://www.weplann.com/washington/tour-guiado?fd=16-09-2016	yes
Getyour guide	Night tour	Yes	3h.	20m	https://www.getyourguide.es/washington-162/tour-nocturno-de-3-horas-por-washington-dc-t6753/	
Getyour tour	Tourist bus	Yes	98 m	15m	https://www.getyourguide.es/washington-162/tour-en-autobus-turistico-por-	

					washington-d-c-t52634/	
Toursby Locals.com	Washington - - Introductory Tour	yes	6h	30m	https://www.toursbylocals.com/WashingtonPrivateDCTourGuide-IntroductoryTourSixhour	
Toursby Locals.com	Local Guides in Washington DC	Yes	10 h	20m	https://www.toursbylocals.com/GuidedWashingtonDCUSATours	
Old town Trolley Tours	Washington DC sightseeing tours	Yes	2h	15m	https://www.trolleytours.com/washington-dc/2-day-extended-tour-arlington	
DC ducks	Tour Historic Washington Dc. By land and water	Yes	90 m	15m	http://www.dcducks.com/?phta=dcdtourlocal&utm_source=bing&utm_medium=cpc&utm_term=tours%20in%20washington%20dc&utm_campaign=All%2BDevices%2BDC%2BTours	
BigBus Washington Dc.	Big Bus Sightseeing	yes	40 m	15m	http://eng.bigbustours.com/wash	yes

	Tour of Washington DC				ington/tour-highlights.html	
Tours4 Fun	Washington, D.C. after Dark Tour	Yes	3h.	15m	http://www.tours4fun.com/tours/washington--dc/things-to-do/?utm_source=bing&utm_medium=cpc&utm_campaign=Washington+DC_US_S-LP	
Viator tripAdvisor	Best of DC Including US Capitol and National Archives Reserved Access, the White House and Lincoln Memorial	yes	8h	1h	https://www.viator.com/tours/Washington-DC/Viator-VIP-Best-of-DC-Including-US-Capitol-and-National-Archives-Reserved-Access-the-White-House-and-Lincoln-Memorial/d657-6349VIPDC	yes
OnBoard, Sightseeing tours	DC The Lights Tour	yes	3h.	15m	http://washingtondtours.onboardtours.com/book-the-dc-the-lights-tour/	

City Segway Tours	Segway Experience Tour	yes	2h	15m	http://www.citysegwaytours.com/	
City Segway Tours	Experience the Monuments & Memorials Night Bike Tour.	No	3h.	0h	http://www.citysegwaytours.com/washington-dc/tours/monuments-memorials-night-bike-tour	
City Segway Tours	US Capitol Building & Capitol Hill Walking Tour	No	2.5 h	0h	http://www.citysegwaytours.com/washington-dc/tours/capitol-hill-walking-tour	
USA Guided Tours	DC HIGHLIGHTS TOUR	Yes	4h	20m	http://usaguidetours.com/book-now/	
USA Guided Tours	DC AT DUSK	yes	3h.	15m	http://usaguidedtours.com/book-now/	
USA Guided Tours	HOLIDAY LIGHTS TOURS	yes	3h.	15m	http://usaguidetours.com/book-now/	
USA Guided Tours	DISCOVER DC	yes	6h	15m	http://usaguidetours.com/book-now/	
USA Guided Tours	BEST OF DC-VIP TOUR	Yes	8h	20m	http://usaguidetours.com/book-now/	Yes

USA Guided Tours	THE WASHINGTON MONUMENT AND THE NATIONAL MALL ILLUMINATE D NIGHT TOUR	yes	4h	15m	http://usaguide dtours.com/book- now/
USA Guided Tours	THE WASHINGTON MONUMENT AND DC HIGHLIGHTS TOUR	Yes	4h	15m	http://usaguide dtours.com/book- now/
USA Guided Tours	EXCLUSIVE WASHINGTON DC CITY TOUR	Yes	8h	20m	http://usaguide dtours.com/book- now/
Tripadv iador	Four Hour Private DC Highlight Tour by Van	yes	4h	15m	https://www.tri padvisor.com/Attr actionProductDet ail?product=3204 1P2&d=104859& aidSuffix=xsell& partner=Viator
Tripadv iador	Washington DC Sites at Night Bike Tour	no	1h	0h	https://www.tri padvisor.com/Attr actionProductDet ail?product=2384 SNT&d=106958

					&aidSuffix=tvrm &partner=Viator	
DC By foot	National mall tour	yes	2h	15m	http://www.freetoursbyfoot.com/washington-dc-tours/walking-tours/national-mall-tour/	
The WHITE HOUSE President Barack Obama	White House Kitchen Garden Tours	Yes	2 h	2h	https://www.whitehouse.gov/participate/tours_and_events/garden	yes

Table # 1 tour guides for Washington, DC.

A sample of some of the tours researched is described below. For more background research on the National Mall, where the White House is and where many tours spend their time, go to Appendix A.

There are differences between each tour:

- The tour method (by bus, by foot, by bicycle, by trolley, by Segway)
- Duration
- The number of places included on each tour
- The language spoken during the tour
- The price

Sample tour # 1: Weplann

1. *TOUR NAME: "Descubre Washington dc en español"*

This kind of tour is the most common in Washington, DC. It has a special tour guide who describes the important points of the tour during 4 hours. It takes a few minutes in each place to describe and talk about why it is important. This tour is special for Spanish speakers, which shows that there are a lot people from Latin America who want to visit Washington, DC.

Duration: 4h approx.

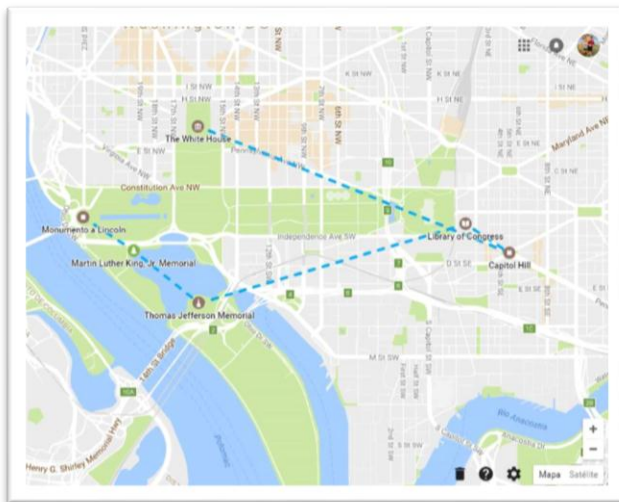
Language: Spanish

Audience: Suitable for all audiences.

By: Bus

Price: \$71

The tour gives tourists a basic description of the different points in Washington. It begins at:



1. White House
2. Capitol Hill Library

3. Thomas Jefferson Memorial
4. Martin Luther King Memorial
5. Lincoln Memorial

Sample tour # 2: Big Bus Washington Dc

1. *TOUR NAME:* Big Bus Sightseeing Tour of Washington DC

This tour is by bus, but the bus is different because it has the open-top deck to see the sightseeing of Washington, DC. Along the way, people can learn about the city's history by listening to the entertaining and informative commentary. The hop-on, hop-off ticket also lets tourists get off the bus to explore and visit attractions. People can plan their own schedule and to visit the places they find most interesting. Buses run regularly so re-joining the tour is easy.

Duration: 40 minutes

Language: English

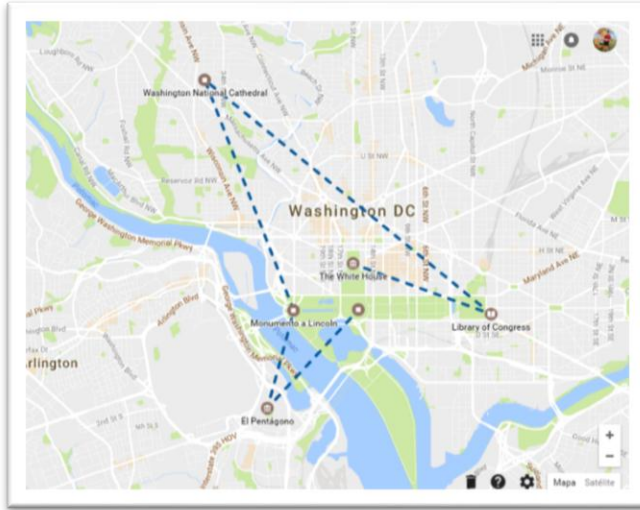
Audience: Suitable for all audiences.

By: Bus

Price: \$54

This tour is perfect for people that just want to hear about some description of the places and take pictures. Because most of the time the tour is in the bus, it has a few stops to take pictures.

You will see the city's defining architecture, including:



1. The White House
2. Library of Congress
3. Washington National Cathedral.
4. Lincoln Memorial
5. Pentagon Memorial
6. Washington Monument

Sample tour # 3: Viator TripAdvisor.

2. *TOUR NAME: Best of DC Including US Capitol and National Archives Reserved Access, the White House and Lincoln Memorial.*

This tour lets tourists beat the long entrance lines and experience some of the most popular attractions in Washington, DC like an insider. They enjoy priority entry into the United States Capitol, the home of Congress. Then they visit the National Archives Building, where the original Bill of Rights, the Declaration of Independence and the United States Constitution are

on display. In between, they can see the city's famous landmarks and monuments, like the White House, the Lincoln Memorial and more. Lunch and a seasonal 1-hour Potomac River cruise are included.

Duration: 8 h

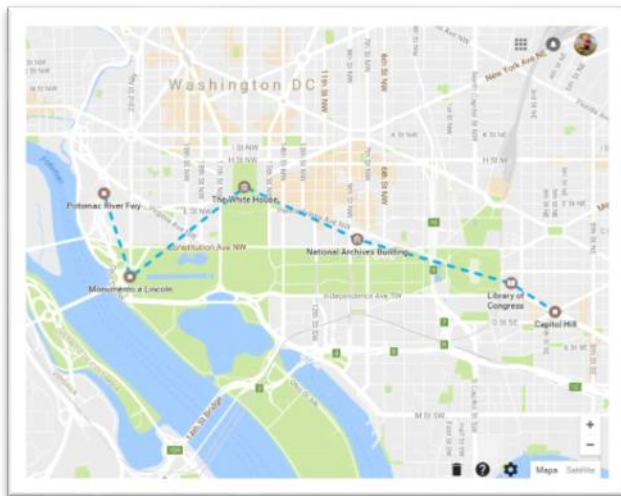
Language: English

Audience: Suitable for all audiences

By: Bus and Foot

Price: \$124.99

Tour:



1. Capitol Hill
2. Library of Congress
3. National Archives Building
4. White House
5. Lincoln Memorial
6. Potomac River

Sample tour # 4: USA Guide Tours.

3. TOUR NAME: BEST OF DC-VIP TOUR.

This tour begins at the Capitol Visitors Center. Tourists can beat the long entrance lines and experience Washington, DC like a true insider. They enjoy reserved entry into the U.S. Capitol Building for a guided walking tour of this historic building -- home to the Senate and the House of Representatives. They can watch a film on the history of government in the U.S. and then continue touring the building to learn about the country's legislature. Along the way, they can see the Crypt, the Rotunda, and National Statuary Hall.

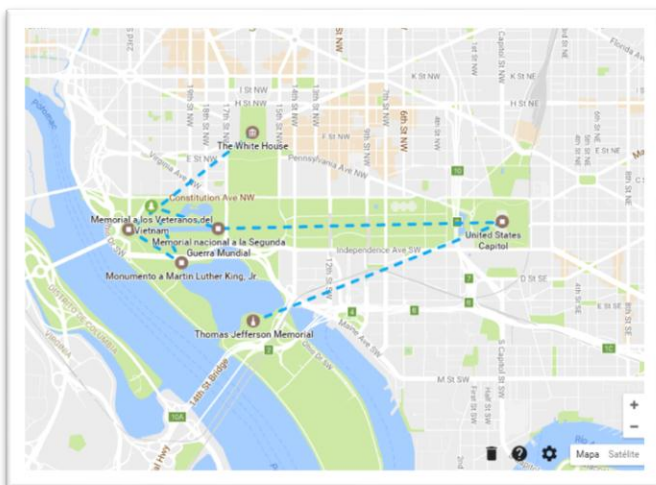
Duration: 8 Hours

Language: English

By: Bus and foot

Price: \$125.00

Tour:



1. Jefferson Memorial
2. US Capitol Building
3. World War II Memorial
4. Vietnam Memorial
5. Martin Luther King Memorial
6. Lincoln Memorial
7. White House

Sample tour #5: The WHITE HOUSE President Barack Obama

4. *TOUR NAME: White House Kitchen Garden.*

Tours of the White House Kitchen Garden are available to school and community groups with an interest in gardening and healthy eating. A maximum of 25 people may tour the garden at one time, and there is no age limit. Kitchen Garden tours are typically held on weekday mornings.

To apply for a White House Kitchen Garden tour, fill out the application. You have to include background information about your group and tell them why you would like to tour the White House Kitchen Garden. Due to the volume of applications submitted, they cannot guarantee a response to every application. Representatives from the White House Visitors Office will contact successful applicants within one month of application submission.

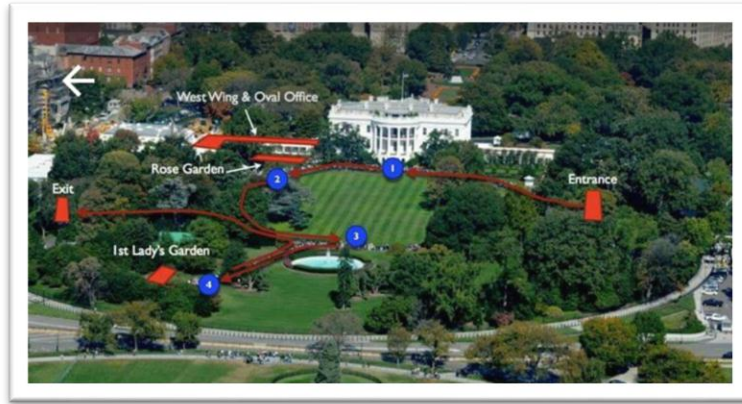
Tours consist of a guided tour of the White House Kitchen Garden and beehive, and depending on the public tour schedule, may include a visit inside the White House.

All White House tours are free of charge.

Duration: 2 Hours

Language: English

By: Foot



ANALYSIS: The role of the White House on the tours in Washington, DC

The tours that exist in Washington, DC have different options to do and enjoy. Any place that is included in the tour is there for a reason. These reasons can be their history, architecture, culture or because they are a famous and beautiful place to visit.

We can see that more than one place is very important in the tours; it means that Washington DC has a lot to offer. According to the research found on the internet, the White House, Washington Monument, Capitol Hill and Lincoln Memorial are the most popular places to see by tour in Washington, DC.

Of the 26 tours I researched, 88% include the White House as an attraction for visitors to see. The tours averaged 21 minutes at the White House to allow tourists to take a picture. The White House is an important part of most of the tours that people can take in Washington, DC.

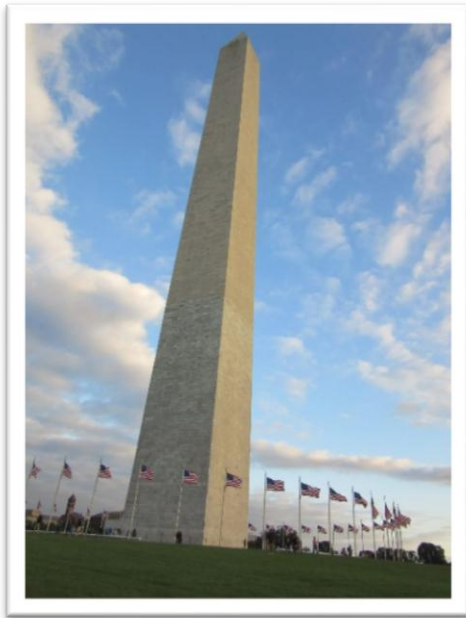
According to the last data, we can say that the White House has a really important role on the

tourist guide in Washington DC. This is because it is one of the main reasons people visit the city.

Monuments, memorials, museums, picturesque scenery and magnificent architecture are abundant in Washington DC, also It has so many important points of interest that for most travelers there is just so much to see and do.

The follow places are an important place in Washington dc.

- **George Washington Monument**



Author: Eliana Cucancho (2016)

The **Washington Monument** is an obelisk that leads to the main landmarks in the American capital. Upon completion, it was the tallest structure in the world until the Eiffel Tower was erected at the end of the 19th century.

- **Lincoln Memorial**



Author: Eliana Cucanchon (2016)

Built to honor one of America's most admired presidents, this beautiful landmark is in the form of a Greek temple and contains a large seated sculpture of **Abraham Lincoln** and inscriptions of two of his best-known speeches.

- **The United States Capitol**



Author: Eliana Cucanchon (2016)

This awe-inspiring building is the meeting place of the **United States Congress**, the legislature of the federal government of the United States.

CONCLUSION.

Washington, DC has a lot to give and show, and the White House is one of the icons of the city as is the Washington Monument, Capitol Hill, Jefferson Monument and Lincoln Memorial. Maybe because people around the world see it in the movies or on the news, The White House, or Executive Mansion to use its official title, is one of the most visited sites in Washington, DC. Online tours found in the research above show this reality. The role of the White House in DC tourism is really important. For this reason, most of the tour services have a tour that includes this important place.

The tour guides as a company want to be competitive. We all know we must be competitive to survive in today's business environment. But what exactly are the elements of a competitive company? One key factor that contributes to this in tourism is that the systems of tour guides must work correctly. This is true in all aspects of the business from operations to communications. To be sure to be at peak efficiency, we must have measures of effectiveness in place at all levels. For this reason, in order to give the best experience, tours must be built to fulfill tourist's expectations of what is most important about the city. Many people around the world know the White House, it makes people to want visit this place. Every person who visits Washington, Dc wants to visit the White House. Competitive tour guides know that an important place to visit is the White House.

When everyone wants a specific thing, as in this case, that many people visit Washington, DC in order to visit the White house, tours companies have to strategize. This must be more than

vague goals. Strategy must integrate with a strong business model and provide a long-term road map for the tourism company.

The principal strategy in tour guide company's routes all includes the White House.

The White House has an important role in tourism in Washington, DC because as a historic and important place in the city and in the United States it has become a principal attraction for tourists. It is a landmark in Washington, DC. People travel from all over the United States and the world to see it. The tourism industry has responded to this fact, as my research of tour routes shows.

6.2. How the process of research helps to learn English?

How the process of research helps to learn English? It could help in many ways; research has a specific step which we could learn many things from information online to find the answers that we need. This process requires time to write, read and of course speak. In this case, when the person is living in a host country as a participant of cultural exchange, anything that he does in English will be the perfect way to learn and practice. The process of the researcher motivates oneself because you need to learn more and more to do it and of course you have to use it. This is the real reason why it's a good exercise to improve the English. We have to use the 4 skills that we need to develop in English; Reading/Writing/Listening/Speaking.

Reading about the city was the first thing that we have to do.

We have to know many things to start the process because is not easy to start a research without having knowledge about the place. Washington Dc is a small city but it has a lot of things to explore and research because it's a touristic location. How do we know Washington has a lot of museums, monuments, parks and historic places? We research and thus read about many things about its places.

We know that reading is really important. "It is the process of looking at a series of written symbols and getting meaning from them. When we read, we use our eyes to receive written symbols (letters, punctuation marks and spaces) and we use our brain to convert them into words, sentences and paragraphs that communicate something to us". (Club, 2015) The exercise of reading makes us to think, and the constant process of thinking in English is the best way to

learn. “Reading is a *receptive* skill - through it we *receive* information. But the complex process of reading also requires the skill of speaking, so that we can pronounce the words that we read. In this sense, reading is also a productive skill in that we are both receiving information and transmitting it (even if only to ourselves)” (Club, 2015). In fact, reading is going to refresh all our knowledge and even in the last months of the experience is the best way to learn new words and use it. When looking for information on the internet, books or anywhere, we learn something new. It becomes a process that encourages us to improve our English.

Reading expands our views of the world infinitely. Reading can be life changing-in small ways or major ones. (matters, 2000) In fact, this will be a way to find everything we need to do the best on the survey, to do a good research. All the efforts that we do to try to find everything that we need are a big step because it becomes a big challenge. Reading a new topic will be difficult, there are many words that we haven't seen yet and the challenge is the idea of doing the research during the cultural exchange process.

Reading allows us to readily fill our minds with all types of information. (matters, 2000) Everyone who does research on anything knows that we are going to find a lot of information, even, if it isn't the topic of our research, because this is the idea, find many things, read and read possible topics that should be a help for us. It doesn't matter if we read and it doesn't help, because we are going to be closer than before to the right book, or page, that could be our support. This is researching, finding a way to achieve our goals even, if it has to be for a long time. The time is other part of the research that is the perfect way to practice the English, because is a constant process and we know that the practice is the only way to learn an idiom.

During the time while we're doing a research we have to plan everything that we are going to do, and is necessary to write. What kind of questions we are going to ask? What will be the

perfect topic? All the steps that a research requires are the introduction, justification, and the writer's thoughts about the topic. It becomes a good exercise. Writing is the primary basis upon which your work, you're learning, and your intellect will be judged—in college, in the workplace, and in the community. (curriculum, 2011). During the process learning, the practice is our friend is the only way to remember words, and improving fluency and getting everything that the idiom needs to be successful. This process has different parts and at this point we learnt many things from the experience. While writing and reading about a new topic is difficult but not impossible means that we are going on a good way. Results show that we already learned many things that are helping to do the best on the survey.

In this part of the process, writing stimulates you to extend a line of thought beyond your first impressions or responses. It helps you to do the best to think in another idiom and to use every word that you've been learning. This plus the time that you use to do it, is the best studying that you could done.

When you write down an account of your ideas for other people to read, you have to explain yourself particularly carefully. You cannot make the mental leaps you do when you talk with others or think about things by yourself. This makes writing probably the most challenging aspect of studying. This means that while you are writing you have to be carefully and you have to write in a perfect way to express yourself. On the survey process you have to write many times an idea to get the best understanding and it is the same with the questions that you are going to ask.

Correcting yourself while you are writing is good because you are going to make the same mistake many times, and it helps you to remember the correct way. It's good to improve and learn.

Doing the research is a perfect way to do many things to learn. We read and we write about the topic of the research and of course we learn many things about it and about our self, how we think or how we find a way to do our best. We encourage our brain to do the best, with each word, with the grammar, with our speaking skills and listening skills. The most important part of doing the survey as a way to learn and practice our English is that we have to go outside and speak with people.

During the process we encounter different kinds of people, we've stay gone outside for days to talk with people and ask them about the research.

The language skill sometimes could scare you, because you have to speak with all that you know, and we often think that the ability to speak a language is the product of language learning, but speaking is also a crucial part of the language learning process. We've been practicing the speaking skills for months with the host family and with the new friends with who we've learned many things and therefore are now able to have a long conversation

Doing a research gives you the skills and knowledge to be confidence: The way you communicate shows a lot about you, and can influence other's opinions of you. In every profession, communication is important. Good communication skills, no matter what you plan to do in life, will help you out greatly and improve your chances against a harsh job market. In a hospitality business, communication is one of the biggest parts of business. Classes allow anyone to practice their speaking. The only way to fully learn speaking skill is to get up in front of people and talk to them. One cannot learn speaking skill from a book. We need to go outside and practice our speaking and at the same time we listen what we say. In fact, contact with the people every day is really helpful to improving the English Learning process.

At the first step you have to go out, find the place's information, you already prepared to know exactly what you need to know. The experience is very enriching, because you are going to express yourself and your doubts, even when it is a little tricky, many misunderstandings could happen, but the idea is get the goal and find the information. Now, we can see that the assent of the people is not a problem, because we know more English and our listening skill is much better than before, now, we have the enough experience to understand easier than in the first months of the immersion experience. The new challenge is talking about a specific topic, like tourism. In some cases, they are going to misunderstand the real question, but if you are constant you can get the point.

If you search out situations where you must speak, read and listen that are outside of your comfort zone, you'll be forced into using the English language. This can be one of the best ways to learn English because you really focus on what you're saying and it gets you used to uncomfortable situations. (SKOLA, 2016) When we get confidence, our social skill is the new target. Being on the street with strangers is interesting. When surveying, you are going to talk with someone that you don't know, you have to introduce yourself, and the conversation could bring you different topics. Sometimes you are going to talk about the day, your country or why you are doing the survey. Many things could happen and your only option is speaking and trying to do your best.

In this point of the process you have to explain why you are doing the questions, and how you've been learning many new words and new things that you learned while you were reading and writing.

When you talk with someone to ask a question, it happens in a normal conversation. The step to follow is listen, and being able to get the answer to be in the same page.

8. Conclusions

- The process of inscription is a good exercise to realize how your knowledge of the second idiom is before arriving into the United States. Writing and reading makes the learning processes arise and prepared the participant to the culture immersion.
- The experience that the student gets from the international trip grows the confidence and gives new knowledge to the life as a Tourism professional.
- Living with a host family gives the student tools in listening and speaking English. The experiences with the host family allow the person to encourage different kinds of challenges in the personal life and in the learning process.
- When communication is a necessary thing in the routine, the learning process will be natural and constant during the immersion in the new culture.
- The daily work is one tool that the experience has as a way to meet the goal, because the practice and the routine activities that the author did during the process were the things that make the experience a successful way.
- Exposing a person to people from different places and cultures provide the opportunity to learn different accents therefore, the listening skill is one of the most successful skills because when a person is studying in his natural environment this skill

like the speaking skill, doesn't develop like in the cultural exchange program because the contact with native and with the constant English communication is not the same.

- Being in a cultural exchange exposes student to people from different cultural, religious, geographic and socio-economic backgrounds and in so doing provide the opportunity for students to develop a greater understanding of diversity, in fact, this is so important for a student of hospitality at the same time the expose allows the student to find ways to learn English.

- The academic process is necessary to improve the learning of a second idiom, because the grammar is a fundamental part into the process. It allows the correct communication and encourages the practice and the confidence.

- The different tools that the academic gives to the students a strategy to build a strong knowledge in a second language.

- Traveling is a way to meet our fears and it makes us a social person that is really important when we are in a host country. When you want to meet people and speak with them the learning process could be really easy.

- Reading and writing to do an investigation on internet allows the creative and encourage us to think and to know new words and new topics.

- Along this investigation it becomes clear that the Cultural Exchange is one of the best ways to learn English. We saw the different parts of the process and how even at the first part the learning process is includes into the different things that have to do. Writing, reading, listening and speaking are skills that were improving and learning during the time that the author was in United States, through different activities.

9. Recommendations

As students of Administration for Tourism and Hospitality, we have to be ready to face the challenges in today's world. With the internet and new technology, communication and travel is easier than before, therefore we have to communicate with the world as fast as we can. Being in the tourism and hospitality business means that our work is to be the bridge towards people and our confidence and language skills are the tools that we have to do it. Speaking, writing and listening are essential.

As we know, Colombia is an important place for tourism and hospitality, and every day it is growing in popularity and the opportunities are more but there are not many that have the skills that the industry requires. The lack of people with good English skills in the country makes individuals lose business opportunities, foreign investments and technology transfers, facing neighboring countries and the world affecting the development of the tourist industry of Colombia internationally. Because of the circumstances, trained professionals must be able to use a second language and be capable of growing and evolving as the tourist industry evolves.

English is a tool that could be an opportunity to see new places and to have new opportunities in both one's personal life and professional life. Being in a cultural exchange gives to the author confidence and a new view of the world and also it gives her the opportunity to see how important communication is nowadays. We already knew that communication is fundamental in everything in life including a routine, friendship, family, and work, but the experience of a cultural exchange makes the author realize the true meaning of communication. Facing people without enough knowledge of English is really significant because sometimes it is not possible to express oneself or our true feelings about something. In fact, the need to speak correctly is arising as a natural learning. For this reason, I recommend the process as a way to learn a second

language and I recommend to prepare as much as possible before the experience, in this way the process of a cultural exchange could be more enriching. Be ready with as much knowledge of English as you can and with the best attitude you can.

Finally, I want to say that the program was really important for the process of me learning a second language as was the whole the experience that it involved and I'm pretty sure that was the best decision to learn English that I could make.

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Annexes

- **APPENDIX A**

The J1 Visa Program

The J1 Exchange Visitor Program was created in 1961 to help strengthen international relations with the United States through job training and educational experience. Exclusive to this program, J1 visitors have the opportunity to visit the US for a short duration to continue their education or receive hands-on training in the professional workplace, and then implement their new skills upon returning to their home country.

All J1 applicants are required to meet strict eligibility criteria, including proficiency in the English language, and be sponsored through a university, private organization, or government program.

Au Pair Program.

Individuals between the ages of 18 to 26 can come to the US for up to two years, live with a family, study at a US institution, and provide childcare to the family they live with.

J1 Visa Qualification Requirements.

The eligibility criteria for the J1 visa will vary based on the program category that you choose, as well as the organization that sponsors your visa.

How Do You Get a J1 Visa?

Step 1: First you must find a designated sponsor, approved by the US Department of State, and receive acceptance into their program. As mentioned above, there are many different programs that you could be a part of, all issuing a J1 visa and offering hands-on experiences that may be unavailable in your home country. **Step 2:** Don't forget to submit additional DS-2019 forms for any dependents who may

accompany you to the US. **Step 3:** The next step is to pay what is called a “Sevis I-901” fee to the Department of Homeland Security as part of your application. **Step 4:** As the final step of the J1 application process, you will most likely be required to interview at a local US embassy or consulate. Generally, applicants 13 and younger, along with adults over 80, don’t require an interview unless specifically requested by the consulate.

Returning Home: Upon the completion of your exchange program, J1 visa holders have a 30 day “grace period” to leave the United States. Keep in mind that you cannot travel outside of the US during your current exchange program, or after your visa has expired. Unfortunately, if you would like to leave the States at any point during your program you will be required to apply for a brand new J1 visa in your home country in order to continue your program.

- **APPENDIX B. International Language Institute (ILI)**

Semi-Intensive English (ESL) Program

ILI offers a semi-intensive program in English (ESL) in the evenings and on Saturdays. There are six class levels, plus a TOEFL preparation class. Each English level in the evening is 12 weeks (24 weeks for TOEFL) and 20 weeks in the Saturday program (40 weeks for TOEFL). The complete TOEFL preparation course is two sessions, but students may not need all 24 (evening) or 40 (Saturday) weeks. Students work at gaining English proficiency so that they can reach their own academic, professional, or personal goals.

All levels include:

Grammar

Reading/Writing

Listening/Speaking/Pronunciation


Conversation and Speaking Activities

Vocabulary Work

Level 2-3

These are intermediate levels. The activities in these levels become more advanced. The textbooks begin using a wider vocabulary and include more complicated structures. These levels continue to work on strategies and skills needed in reading and listening. The writing becomes more complicated as students in this level work on paragraph writing. The speaking activities in these levels also become more complicated.

• **APPENDIX C**



LADO
INTERNATIONAL INSTITUTE

TRANSCRIPT

Student

Date Issued

214591 - Eliana Y CUCANCHON

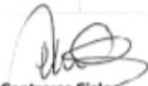
6/27/2016

Final Grades (1)


Campus	Program/Level/Instructor	Dates	Perc(2)	Grade(2)	Attendance	Hours	CEUs(3)	Grading Component	
L 4	L 4 ESL 4 Barbara Gibbs	01/09 - 02/27/16	86%	B	86%	76.5	3.6	Class Participation	90
								Mid Term	82
								L & S Final	82
								G & W Final	85
								Homework	100
L 4	L 4 ESL 4 Barbara Gibbs	03/05 - 04/30/16	83%	B	100%	36.	3.6	Homework	70
								Class Participation	100
								Final	80

CEU Attempted 7.2

CEU Earned 7.2



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LADO International Institute
SILVER SPRING, MD

Legend

(1) Grades, Final and Components H: Homework, CP: Class Participation, MT: Mid-Term, R: Reading, W: Writing, L: Listening, S: Speaking, P: Pass, F: Fail
 (2) Percentage/Letter IP: In Progress, AT: Achievement Test, 0- 69 = Fail -F, 70-79 = Average -C, 80-89 = Good -B, 90-100 = Excellent -A
 (3) CEUs CEU: Continuing Education Units
 (4) Level ULE: Upper Level Electives

- **APPENDIX D**

LADO International Institute Level 4, has the follow topics:

Learn how to:

- Use grammar (present perfect verb tense, adverbs of frequency, prepositions of place and time, etc.)
- Ask for and identify people, things, places and instructions
- Make comparisons and generalizations
- Talk about recent experience, frequency and duration

Topics include

- City life
- Countries
- How-To Books
- Music
- Locations and addresses
- The United States

Skills learned include

- Write a description of a country's customs, an email giving directions, and a letter of complaint to a business
- Compare two vacation places

- Practice pronunciation of consonants and diphthongs
- Read

The LADO International Institute Approach

At LADO International Institute, our students learn using a unique methodology developed by Dr. Robert Lado. The Total Approach for teaching and learning English appeals to different learning styles and takes into consideration the native language, culture, and education of each student.

The Total Approach philosophy is divided into three phases which the students experience during their lesson:

Learning

During this phase, the students are introduced to the language and learn words and expressions naturally.

Assimilation

Following the Learning Phase, the students assimilate the target language through a variety of activities, experiences, and explanations.

Facilitation

In the final phase, the students develop facility with the language. During this phase, students are given the opportunity to practice and produce the language in a real-life context.

Our methodology is proven and effective. Students in the Intensive Program can reach college-level proficiency in English in about one year.

(Lado, 2016)

- APPENDIX E



- **APPENDIX F**

Methodology of the class in Washington English International School.

Lesson Plan.

Time	Activity
10 minutes	<p data-bbox="500 590 651 617">Introduction</p> <ul data-bbox="500 661 1404 1045" style="list-style-type: none"> <li data-bbox="500 661 1404 835">· As a class, brainstorm with students things that they like and love. Keep a running list on the board (later this will help you create a word cloud representative of the entire class). <li data-bbox="500 877 1404 1045">· For more advanced students, you can ask: What’s the difference in English between “like” and “love”? How do English speakers use “love” for more than just romantic feelings?
15 minutes	<p data-bbox="500 1115 760 1142">Independent Practice</p> <ul data-bbox="500 1186 1404 1780" style="list-style-type: none"> <li data-bbox="500 1186 1404 1570">· In a Word document, students start writing sentences of things they love. At the lower levels, students can write short sentences or even just lists of things they love/like. Since the word cloud is generated based on word frequency, the sentences do not have to be complete. At a more advanced level, students can write full sentences that include why they like/love those things. <li data-bbox="500 1612 1404 1780">· *Best practice: students should not write their word cloud sentences directly on the word cloud website. Once they generate the cloud, their original sentences will be lost, which makes it impossible to go back and

Time	Activity
	<p>modify the text for typos or content. By typing their sentences in Word, students can copy/paste the text onto the site and made edits as necessary.</p>
15 minutes	<p>Design your own Word Cloud</p> <ul style="list-style-type: none">· Once students have their text, they copy (control + c) and paste (control + v) it into the word cloud app. I recommend using http://www.abcya.com/search.htm?text=cloud. Teachers can demonstrate how to do this using the list that the class brainstormed earlier in the lesson.· Teachers can also demonstrate how to personalize the color, font, and orientation of the cloud. For more advanced students, the teachers can explain that the computer program uses the frequency of use of the words to determine the size of the words. Students can trick the word cloud generator to make words bigger by typing a word multiple times (like “soccer soccer soccer”) into the site.· *Note: the most popular word cloud site is Wordle. However, you need Java to run Wordle, and neither the iPads nor the Language Lab computers have Java.
15 minutes	<p>Gallery Walk</p> <ul style="list-style-type: none">· Once all of the students have a word cloud displaying, the class can circulate to view the clouds of their colleagues.· Questions for discussion:

Time	Activity
	<ul style="list-style-type: none">· What things do most classmates like?· What are the differences in what people in this class like?· How can you use word clouds as a study tool or vocabulary builder?
5 minutes	<p data-bbox="500 541 722 569">Posting your cloud</p> <ul style="list-style-type: none">· After your class brainstorms the list of things they like, create a word cloud representative of the class. You can save your word cloud as a JPEG on the desktop of the computer. Then email it as an attachment to Lee (lgriffith@washingtonenglish.org) for posting on the WEC Facebook page!

- **APPENDIX G**

