



Guía Docente				
Datos Identificativos				2015/16
Asignatura (*)	Inglés no Contorno Profesional	Código	662G01045	
Titulación	Grao en Turismo			
Descritores				
Ciclo	Período	Curso	Tipo	Créditos
Grao	1º cuatrimestre	Cuarto	Optativa	6
Idioma	Inglés			
Modalidade docente	Presencial			
Prerrequisitos				
Departamento				
Coordinación	Moss , Sarah	Correo electrónico	smoss@udc.es	
Profesorado	Moss , Sarah	Correo electrónico	smoss@udc.es	
Web				
Descrición xeral	<p>This course is designed to provide business communication skills for those of you who may soon need to use English in a work environment. They include basic Business English skills that are essential whatever you are doing in business, namely:</p> <ul style="list-style-type: none"><li>? Talking to people in business situations ? presentation, meetings, negotiations, small talk, telephone conversations</li><li>? Written communications: letters, faxes, memos, e-mails, summaries, notes, reports.</li></ul> <p>You will also be seeing a certain amount of vocabulary that can be termed as business vocabulary. During the course, therefore, you will also be studying specific business situations, such as those listed below:</p> <ul style="list-style-type: none"><li>? Ordering and supplying goods or services</li><li>? Making and answering enquiries</li><li>? Placing and acknowledging ordersdelivery and after-sales problems</li><li>? Explaining and describing procedures</li></ul>			

Competencias / Resultados do título	
Código	Competencias / Resultados do título
A6	Ter unha marcada orientación de servizo ao cliente.
A13	Manexar técnicas de comunicación.
A15	Traballar en inglés como lingua estranxeira.
A29	Traballar en medios socioculturais diferentes.
B1	Capacidade de análise e síntese.
B3	Resolución de problemas.
B4	Razoamento crítico.
B5	Compromiso ético.
B6	Aprendizaxe autónoma.
B7	Adaptación a novas situacións.
C2	Dominar a expresión e a comprensión de forma oral e escrita dun idioma estranxeiro.
C3	Utilizar as ferramentas básicas das tecnoloxías da información e as comunicacións (TIC) necesarias para o exercicio da súa profesión e para a aprendizaxe ao longo da súa vida.
C4	Desenvolverse para o exercicio dunha cidadanía aberta, culta, crítica, comprometida, democrática e solidaria, capaz de analizar a realidade, diagnosticar problemas, formular e implantar solucións baseadas no coñecemento e orientadas ao ben común.
C5	Entender a importancia da cultura emprendedora e coñecer os medios ao alcance das persoas emprendedoras.
C6	Valorar criticamente o coñecemento, a tecnoloxía e a información dispoñible para resolver os problemas cos que deben enfrontarse.
C7	Asumir como profesional e cidadán a importancia da aprendizaxe ao longo da vida.
C8	Valorar a importancia que ten a investigación, a innovación e o desenvolvemento tecnolóxico no avance socioeconómico e cultural da sociedade.



Resultados da aprendizaxe			
Resultados de aprendizaxe		Competencias / Resultados do título	
To acquire communicative competence in the English language, in accordance with the professional context of the tourist industry.	A6	B1	C2
	A13	B3	C3
To become competent in the use of high frequency vocabulary used in professional situations within the tourist industry.	A15	B4	C4
	A29	B5	C5
		B6	C6
		B7	C7
			C8
To identify and employ written and oral discourse in the most appropriate register, using common rhetorical functions such as persuasion and information.	A29		
To understand, analyse and summarise, and produce oral and written discourse in English commonly used in the tourist industry.			

Contidos	
Temas	Subtemas
An introduction to professional communication in English - courtesy and intercultural communication	
Telephone language	
Oral discourse in product and destination management: the rhetorics of meetings and negotiations in English	
Oral discourse in product and destination management (II): presentations in English: introductions, arguments, conclusions, questions and answers, debates and comments.	
The language of business. Written and oral descriptions of trends, graphs and statistics using appropriate vocabulary. Discussing fact and figures.	

Planificación				
Metodoloxías / probas	Competencias / Resultados	Horas lectivas (presenciais e virtuais)	Horas traballo autónomo	Horas totais
Seminario	A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8	30	45	75
Simulación	A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8	10	20	30
Presentación oral	A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8	5	35	40
Atención personalizada		5	0	5

\*Os datos que aparecen na táboa de planificación son de carácter orientativo, considerando a heteroxeneidade do alumnado

Metodoloxías	
Metodoloxías	Descrición



Seminario	Practical classes in which the students will work with the necessary explanations and information in order to perfect their written, oral and aural skills. Prior preparation will be required for these classes.
Simulación	Oral and listening activities in which students will be given a situation in which they are required to act, i.e. meetings, negotiations, presentations, telephone conversations, etc. The material will be based on the skills acquired during the seminars, and will also require prior preparation.
Presentación oral	5 -8 minute presentation accompanied by 400 word written report on aspects of working in multi-cultural environments.  Final 10 minute presentation. Maximum 10 powerpoint slides. Topic to be chosen from the following areas: Promotion /marketing of tourism product / Trends in tourism Tourism-related news item - overview / impact / long-term consequences Human capital in tourism: training / lifelong learning

### Atención personalizada

Metodoloxías	Descrición
Presentación oral Seminario Simulación	

### Avaliación

Metodoloxías	Competencias / Resultados	Descrición	Cualificación
Presentación oral	A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8	Two individual oral presentations	55
Seminario	A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8	Attendance, participation and completion of written work (to a satisfactory standard) as required.  In the case of those students that fail to meet the attendance requirement or have not handed in all the written work, the written exam will be worth 60% of the final grade.	10
Simulación	A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8	Attendance, participation and completion of tasks to a satisfactory standard as required.  Telephone conversation (15%) - in which oral competence and the ability to take effective notes will be tested  In-class group meeting(s). Students will be required to prepare all aspects of the meeting: Agenda, prior preparation, minutes, etc.  Students that fail to meet the necessary standards or attendance will be required to take a final test.	35

### Observacións avaliación

The first individual oral presentation will be worth 15% of the final grade and the second 40% of the final grade. The second oral presentation must include a visual presentation, and marks will be awarded for the communicative impact of both the visual aids presented and delivery.
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### Fontes de información



<b>Bibliografía básica</b>	<ul style="list-style-type: none"><li>- L.Jones (2001). Working in English . Cambridge</li><li>- N. brieger (1996). The Language of Business English. Prentice Hall</li><li>- M.Grussendorf (2007). English for Presentations. Oxford University Press</li><li>- K. Thomson (2007). English for Meetings. Oxford University Press</li><li>- B. Mascull (2004). Business Vocabulary in Use (advanced). Cambridge</li><li>- A. Watson-Delestree (1998). The Working Week. LTP</li></ul>
<b>Bibliografía complementaria</b>	

## Recomendacións

### Materias que se recomenda ter cursado previamente

Idioma Moderno: Inglés/662G01006

Primeiro Idioma Moderno I: Inglés/662G01015

Primeiro Idioma Moderno II: Inglés/662G01028

### Materias que se recomenda cursar simultaneamente

### Materias que continúan o temario

### Observacións

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