



Guía Docente				
Datos Identificativos				2016/17
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 will 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: dealing with customers from various cultural backgrounds; calling and holding meetings; speaking on the telephone; business presentation and negotiations. The emphasis is on oral skills.</p> <p>You will also be seeing a certain amount of vocabulary that can be termed as general business vocabulary.</p>			

Competencias do título	
Código	Competencias 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 do título



To acquire communicative competence in the English language, in accordance with the professional context of the tourist industry.	A6 A13 A15	B1 B3 B4	C2 C3 C4
To become competent in the use of high frequency vocabulary used in professional situations within the tourist industry.	A29	B5 B6 B7	C5 C6 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 oral and written discourse in English commonly used in the tourist industry.			

Contidos	
Temas	Subtemas
Doing business with the world.	An introduction to professional communication in English - courtesy and intercultural communication. Hofstede's dimensions of culture Communication styles: dealing with customers/guests from different countries
Understanding the basic language of business	Describing a company: management and organisational structure; facilities; departments; functions; working conditions; remuneration
Telephone language	Telephone conventions: specific vocabulary Taking notes: numbers and abbreviations Customer service: dealing with problems and handling complaints
Meetings and negotiations	Calling a meeting (written) Agenda (written) Chairing and participating in meetings and negotiations Minutes (written)
Professional presentation skills: discourse in product and destination management (II): presentations in English: introductions, arguments, conclusions, questions and answers, debates and comments.	Preparation and delivery: Introduction Arguments Conclusions Q&A Visuals Intonation and pauses

Planificación				
Metodoloxías / probas	Competencias	Horas presenciais	Horas non presenciais / 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	Intercultural communication presentation Final 10 minute presentation on a topic related to contemporary trends in tourism

Atención personalizada	
Metodoloxías	Descrición
Presentación oral Seminario Simulación	Tasks will be carried out with the students in small groups, working closely with the students, therefore providing them with ample opportunity to consult any queries, etc. Likewise, students are actively encouraged to use the lecturer's office hours to resolve any queries.

Avaliación			
Metodoloxías	Competencias	Descrición	Cualificación
Presentación oral	A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8	10 minute presentation with visuals.	40
Seminario	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. In-class presentation on Intercultural communication and written report (10%) Business vocabulary test (20%)	20
Simulación	A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8	Telephone conversation: oral competence when speaking on the telephone and effective note taking (20%) In-class group meeting(s). Students will be required to prepare all aspects of the meeting: Agenda, prior preparation, minutes, etc. (20%)	40

Observacións avaliación



Students are required to comply with an 80% attendance requirement.

Students who are unable to comply with the 80% attendance requirements due to exemption from attendance as stipulated in regulations to this effect published by the University of A Coruña (Art. 3.b e 4.5 Normas de avaliación, revisión e reclamación das cualificacións dos estudos de grao e mestrado universitario (Art 3 e 8b), will be assessed as follows:

Intercultural communication presentation and report: 20%

Business vocabulary test: 20%

Telephone conversation: 20%

Oral presentation: 40%

For the second opportunity (July) students will be required to repeat those sections of the assessment in which they failed to obtain a passing grade.

Fontes de información

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

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

This subject is pitched at a B2 /C1 level of the Common European Framework of Reference for Languages. It covers specific activities and is NOT a General English course. Students are therefore advised not to take this course if their level of English is lower than B2. Although written aspects are included, this subject is essentially orally-focused and participation and prior preparation are therefore essential.

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