 UNIVERSIDADE DA CORUÑA

| **Guía Docente** | | | | |
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| **Datos Identificativos** | | | | **2017/18** |
| **Asignatura (*)** | Primeiro Idioma Moderno II: Inglés | | **Código** | 662G01028 |
| **Titulación** | | | | |
| **Descriptores** | | | | |
| **Ciclo** | **Período** | **Curso** | **Tipo** | **Créditos** |
| Grao | 2º cuadrimestre | Terceiro | Obrigatoria | 6 |
| **Idioma** | Inglés | | | |
| **Modalidade docente** | Presencial | | | |
| **Prerrequisitos** | | | | |
| **Departamento** | | | | |
| **Coordinación** | Moss , Sarah | | **Correo electrónico** | smoss@udc.es |
| **Profesorado** | | | **Correo electrónico** | |
| **Web** | | | | |
| **Descrición xeral** | This module is designed to provide students with terminology and language competence to work in the tourism industry, with a particular focus on the hospitality industry, covering both oral and written communicative acts. The subject is pitched at a level between B2 (pass) and C1 (merit, distinction) of the Common European Framework of Reference for Languages. | | | |

| **Competencias / Resultados do título** | |
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| **Código** | **Competencias / Resultados do título** |

| **Resultados da aprendizaxe** | | | |
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| **Resultados de aprendizaxe** | **Competencias / Resultados do título** | | |
| To use the specialised language of the travel and tourism industry, with particular emphasis on the hospitality industry. | A1 | B1 | C1 |
| To obtain an insight into the similarities and differences between English and Spanish through contrastive analysis. | A6 | B2 | C2 |
| To resolve grammatical difficulties that may prevent effective communication. | A13 | B3 | C3 |
| To discuss and present information and opinions orally. | A15 | B4 | C4 |
| To translate texts covering various aspects of the hospitality industry written in Spanish /Galician into English. | A16 | B5 | C5 |
| To read, comprehend, summarise and answer questions both orally and in writing on hospitality industry related texts. | A17 | B6 | C6 |
| To distinguish between and use formal and informal registers. | | B7 | C7 |
| | | | C8 |

| **Contidos** | |
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| **Temas** | **Subtemas** |
| Hotel branding | Types of hotels: descriptions,  locations, facilities and services, etc. |
| | Current and future hotel trends |
| | Language skills: speaking, listening, writing, reading and translation. |

| Translation in the hospitality industry | 1. The value of translation as a language learning exercise. |
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| | 2. The object /importance of translation in the tourism industry. |
| | 3. The importance of effective communication. |
| | 4. The use of ICTs in translation. |
| | 5. Tourism as a language for specific purposes. |
| | 7. The sub-genres of the language of tourism. |
| | 8. The process of translation: before, during and after. |
| | 9. Practice in translating hospitality industry based texts of various types - e.g. descriptions of hotels, facilities and services, websites, booking and other procedures, hotel information and communications to guests before, during and after their stay. |
| Hotel grading and standards: writing, reading and speaking | Classficiation of accommodation options around the world. |
| | Hotel inspection. |
| | Customer service: guest satisfaction: responding to comments and complaints. |
| | Written internal and external communications: |
| | websites: selling; terms and conditions; customer relations; online reputation; |
| | 1. Layout |
| | 2. Informal and formal language |
| | 3. Structure and organisation. |
| | 4. Communicative impact |
| Running a hotel: speaking, listening and reading | Qualities and skills of an effective manager. |
| | 1. Discussion of previous/future work experiences and/or internships. |
| | 2. Organising a hotel - talking about departments, employees, renovation, etc. |
| | 4. Discussion of workplace situations and work ethics issues. |

| Planificación | | | | |
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| Metodoloxías / probas | Competencias / Resultados | Horas lectivas (presenciais e virtuais) | Horas traballo autónomo | Horas totais |
| Proba obxectiva | A1 A6 A13 A15 B4 B6 B7 C2 C3 C7 | 3 | 20 | 23 |
| Lecturas | A1 A6 A13 A15 B4 B6 B7 C2 C3 C7 | 5 | 15 | 20 |
| Discusión dirixida | A1 A6 A13 A15 B1 B3 B4 B5 B6 B7 C2 C3 C7 | 6 | 0 | 6 |
| Seminario | A1 A6 A13 A15 A16 A17 B2 B4 B6 B7 C1 C2 C4 C5 C6 C7 C8 | 40 | 60 | 100 |
| Atención personalizada | | 1 | 0 | 1 |
| *Os datos que aparecen na táboa de planificación son de carácter orientativo, considerando a heteroxeneidade do alumnado | | | | |

| Metodoloxías | |
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| Metodoloxías | Descrición |
| Proba obxectiva | Written exercises. Oral tests. Final examination |
| Lecturas | Reading comprehension exercises of authentic tourism materials based on comprehension and vocabulary, summarising, paraphrasing, etc. |
| Discusión dirixida | In-class discussions and oral exercises. |
| Seminario | Theory classes and practical exercises. |

| Atención personalizada | |
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| **Metodoloxías** | **Descrición** |
| Seminario<br>Discusión dirixida | Within the established programme, lessons can be adapted to the general level of the group, paying closer attention to those areas in which students require greater support. Students are always welcome to request specific advice and assistance with their self-learning programmes. |

| Avaliación | | | |
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| **Metodoloxías** | **Competencias / Resultados** | **Descrición** | **Cualificación** |
| Seminario | A1 A6 A13 A15 A16 A17 B2 B4 B6 B7 C1 C2 C4 C5 C6 C7 C8 | Written assignments completed either inside or outside the classroom. | 10 |
| Proba obxectiva | A1 A6 A13 A15 B4 B6 B7 C2 C3 C7 | Written examination consisting of the following exercises:<br><br>a) Translation (ES_EN).<br><br>b) Written internal or external business communication based on ample input, written in the correct tone and applying a suitable layout, guaranteeing a correct communicative impact. | 60 |
| Discusión dirixida | A1 A6 A13 A15 B1 B3 B4 B5 B6 B7 C2 C3 C7 | Oral tests based on work covered in class. | 30 |

| Observacións avaliación |
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| Students who fail to comply with the 80% attendance requirement may not opt for the 10% of the final grade assigned to seminar work; instead, their written exam will be graded as 70%.<br>In order to pass this subject, students are required to obtain a passing grade (50%) on BOTH the oral and written sections of the exam.<br> 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 in the following way: 70% written exam; 30% oral test.<br>In the second opportunity (July) students will be assessed as follows: 70% written exam and 30% oral exam. If students passed either the written exam or oral test in the first opportunity, this grade will be maintained for the second opportunity. This is ONLY valid for the two opportunities corresponding to the academic year in course. |

| Fontes de información | |
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| **Bibliografía básica** | - M. McCarthy (2008). Academic Vocabulary in Use. Cambridge<br>- R. Walker (2009). Tourism 3 Oxford English for Careers. Oxford University Press<br>- C. Talcott (2007). Target Score. Cambridge Professional English<br>- P. Emmerson (2002). Business Grammar Builder. Macmillan<br>- P. Leggott (2010). LCCI English for Business Testbuilder. Macmillan<br>- P.Strutt (2013). English for International Tourism Upper Intermediate. Pearson<br>- A.Pohl (2002). Professional English: Hotel and Catering. Penguin English Guides<br>- A. Rowe (2002). Travel and Tourism . Cambridge International Examinations |
| **Bibliografía complementaria** | |

| Recomendacións |
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| **Materias que se recomenda ter cursado previamente** |
| Idioma Moderno: Inglés/662G01006 |
| Primeiro Idioma Moderno I: Inglés/662G01015 |

| Materias que se recomenda cursar simultaneamente |
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| **Materias que continúan o temario** |
| Inglés no Contorno Profesional/662G01045 |
| **Observacións** |
| The learning outcomes of this module are pitched at a B2 level of the Common European Framework of Reference for Languages. Students are reminded that this is a subject covering English for Specific Purposes, and is NOT a General English course. Likewise, they are reminded that the study of language requires preseverance and continuity over time.  |

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