



Guía Docente				
Datos Identificativos				2018/19
Asignatura (*)	Primeiro Idioma Moderno II: Inglés		Código	662G01028
Titulación	Grao en Turismo			
Descriptor				
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 do título	
Código	Competencias do título
A1	Comprender os principios do turismo: a súa dimensión espacial, social, cultural, política, laboral e económica.
A6	Ter unha marcada orientación de servizo ao cliente.
A13	Manexar técnicas de comunicación.
A15	Traballar en inglés como lingua estranxeira.
A16	Comunicarse de forma oral e escrita nunha segunda lingua estranxeira.
A17	Comunicarse de forma oral e escrita nunha terceira lingua estranxeira.
B1	Capacidade de análise e síntese.
B2	Comunicación oral e escrita en lingua nativa.
B3	Resolución de problemas.
B4	Razoamento crítico.
B5	Compromiso ético.
B6	Aprendizaxe autónoma.
B7	Adaptación a novas situacións.
C1	Expresarse correctamente, tanto de forma oral coma escrita, nas linguas oficiais da comunidade autónoma.
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 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	
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. 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	Hotel standards and 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				
Metodoloxías / probas	Competencias	Horas presenciais	Horas non presenciais / 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	
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	
Metodoloxías	Descrición
Seminario Discusión dirixida	Although the course outline does not include specific grammar issues 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 and are urged to take action when they encounter specific difficulties with grammar and syntax during class and assessment activities.

Avaliación			
Metodoloxías	Competencias	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: a) Translation (ES_EN). 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



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%.

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.

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.

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

Bibliografía básica

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

Bibliografía complementaria

Recomendacións

Materias que se recomenda ter cursado previamente

Idioma Moderno: Inglés/662G01006

Primeiro Idioma Moderno I: Inglés/662G01015

Materias que se recomenda cursar simultaneamente

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 perseverance and continuity over time.

(*)A Guía docente é o documento onde se visualiza a proposta académica da UDC. Este documento é público e non se pode modificar, salvo casos excepcionais baixo a revisión do órgano competente dacordo coa normativa vixente que establece o proceso de elaboración de guías