



| Guía Docente          |  |                    |                    |           |
|-----------------------|--|--------------------|--------------------|-----------|
| Datos Identificativos |  |                    |                    | 2018/19   |
| 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           |  |                    | Correo electrónico |           |
| Web                   |  |                    |                    |           |
| Descrición xeral      | This course is designed to provide business communication skills for those of you who will soon need to use English in a working environment. They include basic Business English skills that are essential whatever you are doing in business, namely: familiarisation with and use of basic business terminology; calling and holding meetings; speaking on the telephone; business presentations and business plans. The emphasis is on oral skills.<br>You will also be seeing a certain amount of vocabulary that can be termed as general business vocabulary. |                    |                    |           |

| 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.   |
| 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 acquire communicative competence in the English language, in accordance with the professional context of the tourist industry.                         | A6<br>A13<br>A15 | B1<br>B2<br>B3       | C1<br>C2<br>C3             |
| To become competent in the use of high frequency vocabulary used in professional situations in business and the tourist industry in particular.           | A29              | B4<br>B5<br>B6<br>B7 | C4<br>C5<br>C6<br>C7<br>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   |
| Understanding the basic language of business  | Describing a company: management and organisational structure; facilities; departments; functions; working conditions; remuneration. Business plans.                       |
| Telephone language  | Telephone conventions: specific vocabulary<br>Effective note taking and abbreviations<br>Customer service: dealing with problems and handling complaints on the telephone. |
| Meetings and negotiations   | Calling a meeting (written)<br>Agenda (written)<br>Chairing and participating in meetings and negotiations<br>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:<br>Introduction<br>Arguments<br>Conclusions<br>Q&A<br>Visuals<br>Intonation and pauses   |

| Planificación          |  |                   |   |              |
|------------------------|--|-------------------|---|--------------|
| Metodoloxías / probas  | Competencias   | Horas presenciais | Horas non presenciais / traballo autónomo | Horas totais |
| Seminario              | A6 A13 A15 A29 B1<br>B2 B3 B4 B5 B6 B7<br>C1 C2 C3 C4 C5 C6<br>C7 C8 | 30                | 45  | 75           |
| Simulación             | A6 A13 A15 A29 B1<br>B3 B4 B5 B6 B7 C2<br>C3 C4 C5 C6 C7 C8          | 10                | 20  | 30           |
| Presentación oral      | A6 A13 A15 A29 B1<br>B3 B4 B5 B6 B7 C2<br>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 | Work on the various sections of a business presentation, followed by preparation and delivery of a presentation on a tourism related topic or business plan.   |

## Atención personalizada

| Metodoloxías                                 | Descrición   |
|--|--|
| Presentación oral<br>Seminario<br>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<br>B3 B4 B5 B6 B7 C2<br>C3 C4 C5 C6 C7 C8          | 10 minute presentation with visuals.   | 40            |
| Seminario         | A6 A13 A15 A29 B1<br>B2 B3 B4 B5 B6 B7<br>C1 C2 C3 C4 C5 C6<br>C7 C8 | Attendance, participation and completion of tasks to a satisfactory standard as required.<br><br>Assessment of knowledge of business vocabulary covered in class. This may be written or oral.   | 20            |
| Simulación        | A6 A13 A15 A29 B1<br>B3 B4 B5 B6 B7 C2<br>C3 C4 C5 C6 C7 C8          | Telephone conversation: oral competence when speaking on the telephone and effective note taking (20%)<br><br>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:

Business vocabulary test: 20%

Individual meeting / negotiation, including written call to meeting and summary: 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



|                                    |   |
|------------------------------------|---|
| <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

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.&nbsp;Although written aspects are included, this subject is essentially orally-focused and participation and prior preparation are therefore essential.

(\*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