UNIVERSIDADE DA CORUÑA

Teaching Guide		
Identifying Data		**2019/20**
Subject (*)	English in the Workplace	**Code**	662G01045
Study programme	Grao en Turismo		

Descriptors				
Cycle	**Period**	**Year**	**Type**	**Credits**
Graduate	1st four-month period	Fourth	Optional	6

Language	English	
Teaching method	Face-to-face	
Prerequisites		
Department		
Coordinador	Moss , Sarah LouiseMoss , Sarah	**E-mail**	sarah.moss@udc.essmoss@udc.es
Lecturers	Moss , Sarah	**E-mail**	smoss@udc.es
	Moss , Sarah Louise		sarah.moss@udc.es
Web		
General description	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. You will also be seeing a certain amount of vocabulary that can be termed as general business vocabulary.	

Study programme competences	
Code	**Study programme competences**
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.

Learning outcomes	
Learning outcomes	**Study programme competences**

To acquire communicative competence in the English language, in accordance with the professional context of the tourist industry. To become competent in the use of high frequency vocabulary used in professional situations in business and the tourist industry in particular.	A6 A13 A15 A29	B1 B2 B3 B4 B5 B6 B7	C1 C2 C3 C4 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. To understand, analyse and summarise oral and written discourse in English commonly used in the tourist industry.	A29		

Contents	
Topic	**Sub-topic**
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 Effective note taking and abbreviations Customer service: dealing with problems and handling complaints on the telephone.
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

Planning				
Methodologies / tests	**Competencies**	**Ordinary class hours**	**Student?s personal work hours**	**Total hours**
Seminar	A6 A13 A15 A29 B1 B2 B3 B4 B5 B6 B7 C1 C2 C3 C4 C5 C6 C7 C8	30	45	75
Simulation	A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8	10	20	30
Oral presentation	A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8	5	35	40
Personalized attention		5	0	5
(*)The information in the planning table is for guidance only and does not take into account the heterogeneity of the students.				

Methodologies

Methodologies	Description
Seminar	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.
Simulation	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.
Oral presentation	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.

Personalized attention	
Methodologies	**Description**
Oral presentation Seminar Simulation	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.

Assessment			
Methodologies	**Competencies**	**Description**	**Qualification**
Oral presentation	A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8	10 minute presentation with visuals.	40
Seminar	A6 A13 A15 A29 B1 B2 B3 B4 B5 B6 B7 C1 C2 C3 C4 C5 C6 C7 C8	Attendance, participation and completion of tasks to a satisfactory standard as required. Assessment of knowledge of business vocabulary covered in class. This may be written or oral.	20
Simulation	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

Assessment comments
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 availación, 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, namely 50% of the total number of points assigned to each activity.

Sources of information

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Basic	- 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
Complementary	

Recommendations
Subjects that it is recommended to have taken before
Modern Language: English/662G01006
First Modern Language I: English/662G01015
First Modern Language II: English/662G01028
Subjects that are recommended to be taken simultaneously
Subjects that continue the syllabus
Other comments
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.