UNIVERSIDADE DA CORUÑA

Teaching Guide

Identifying Data				2021/22
Subject (*)	First Modern Language II: English		Code	662G01028
Study programme	Grao en Turismo			
Descriptors				
Cycle	Period	Year	Type	Credits
Graduate	1st four-month period	Third	Obligatory	6
Language	English			
Teaching method	Face-to-face			
Prerequisites				
Department	Letras			
Coordinador	Moss , SarahMoss , Sarah Louise	E-mail	sarah.moss@udc.essarah.moss@udc.es	
Lecturers	Moss , Sarah Moss , Sarah Louise	E-mail	sarah.moss@udc.es	
Web				
General description	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. It falls within the framework of English for Specific Purposes and is pitched at a C1 Level Common European Framework of Reference for Languages.			
Contingency plan	1. Modifications to the contents 2. Methodologies *Teaching methodologies that are maintained *Teaching methodologies that are modified 3. Mechanisms for personalized attention to students 4. Modifications in the evaluation *Evaluation observations: 5. Modifications to the bibliography or webgraphy			

Study programme competences / results	
Code	Study programme competences / results
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.

Learning outcomes			
Learning outcomes	**Study programme competences / results**		
To use the specialised language of the travel and tourism industry, with particular emphasis on the hospitality industry.	A1 A6 A13 A15 A16 A17	B1 B2 B3 B4 B5 B6 B7	C1 C2 C3 C4 C5 C6 C7 C8
To be familiar with and use grammar structures and verb forms and tenses that guarantee correct, understandable communication that is appropriate for the professional environment.			
To discuss and present information and opinions orally.			
To read, understand and use basic academic English.			
To read, comprehend, summarise and answer questions both orally and in writing on autentic tourism industry related texts of a certain complexity.			
To distinguish between and use formal and informal registers.			
To produce business and tourism related communications of a standard that would be acceptable in an authentic working environment.			

Contents	
Topic	**Sub-topic**
Hotel branding	Types of hotels: descriptions, locations, facilities and services, etc. Current and future hotel trends. Use of English: verb forms and tenses. Language skills: speaking, listening, writing and reading.
Effective business communications in the hotel and tourism industry	Customer service and guest satisfaction: responding to comments and complaints. Written internal and external communications: business plans and reports, stakeholder relations, customer relations. 1. Layout 2. Informal and formal language 3. Structure and organisation. 4. Communicative impact

Running a tourism business	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.
	Language skills: speaking, reading and listening.
Academic English	An introduction to the language of academic English.
	Writing an abstract in English.
	Punctuation.

Planning				
Methodologies / tests	Competencies / Results	Teaching hours (in-person & virtual)	Student?s personal work hours	Total hours
Objective test	A1 A6 A13 A15 B4 B6 B7 C2 C3 C7	3	20	23
Workbook	A1 A6 A13 A15 B4 B6 B7 C2 C3 C7	0	15	15
Directed discussion	A1 A6 A13 A15 B1 B3 B4 B5 B6 B7 C2 C3 C7	6	0	6
Seminar	A1 A6 A13 A15 A16 A17 B2 B4 B6 B7 C1 C2 C4 C5 C6 C7 C8	36	69	105
Personalized attention		1	0	1

(*)The information in the planning table is for guidance only and does not take into account the heterogeneity of the students.

Methodologies	
Methodologies	Description
Objective test	Written exercises. Oral tests. Final examination
Workbook	Reading exercises of authentic tourism materials of certain complexity, based on comprehension and vocabulary, summarising, paraphrasing, etc.
Directed discussion	In-class discussions and oral exercises.
Seminar	Lessons and practical exercises.

Personalized attention	
Methodologies	Description
Seminar Directed discussion	The lessons are of an essentially practical nature, and in this sense students' participation is essential. This includes consulting with the lecturer if any sections of the course are unclear to the students, or if they encounter difficulties with the course contents. Students are encouraged to raise these issues during lesson times as well as in tutorial hours. They may also use electronic means including email, the Moodle forum and Teams.

Assessment			
Methodologies	Competencies / Results	Description	Qualification
Seminar	A1 A6 A13 A15 A16 A17 B2 B4 B6 B7 C1 C2 C4 C5 C6 C7 C8	Submission of written work for correction as required. This includes work completed both in class and in students' personal study time.	20

Objective test	A1 A6 A13 A15 B4 B6 B7 C2 C3 C7	A written test consisting of all or any of the following: reading comprehension, summaries, compositions, exercises on the use of English and all other topics covered during the lessons.	50
Directed discussion	A1 A6 A13 A15 B1 B3 B4 B5 B6 B7 C2 C3 C7	Group discussions (15%).The topic ?Running a tourism business? includes several discussion activities where students will meet in small groups to discuss and resolve situations related to work and management in the tourism sector, as well as ethical and cultural issues. They will be assessed on their ability to express themselves in accordance with the level set for this subject (C1), with a suitable degree of grammatical and structural accuracy, pronunciation and use of appropriate terminology. Individual oral test (15%). Students will attend a one-to-one oral test in which they will be asked a series of general warm-up questions, followed by a number of questions related to the material covered during the lessons, their past and future work experience and career plans, as well as current trends and news affecting the tourism and travel industry. Students must be able to demonstrate their ability to use a variety of verb tenses and structures in accordance with the level set for this subject, as well as the use of appropriate vocabulary. Pronunciation and intonation will also be taken into account.	30

Assessment comments
In order to pass this subject, students are required to obtain a passing grade (50%) in ALL THREE assessment sections (written test, oral and continuous assessment. Students will only be awarded ABSENT if they have not taken part in any of the activities that form part of the assessment system. The same assessment method applies for the second opportunity. Students will therefore be required to retake those sections of the subject in which they did not obtain a passing grade or that they did not undertake. Students who are unable to comply with the 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 required to complete all continuous assessment tasks (20%), complete the final test (50%) and take an oral exam (30%). In the case of the early examination session, assessment will consist of a written exam (70%) and an oral test (30%).

Sources of information	
Basic	- 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 - H. Mol (2008). English for Tourism and Hospitality in Higher Education Studies. Reading. Garnet - M. Hewings (2012). Cambridge Academic English . Cambridge University Press
Complementary	- M. Hewings (2005). Advanced Grammar in Use. Cambridge - M. Vaughan-Rees (2002). Test Your Pronunciation . London. Penguin English Publications - J. Sinclair et al. (2004). English Usage for Learners. Glasgow. Collins - R. Murphy (2003). Grammar in Use (Intermediate). Cambridge - D. Zemach (2005). Academic Writing - from paragraph to essay. Oxford. Macmillan

Recommendations
Subjects that it is recommended to have taken before
Modern Language: English/662G01006
First Modern Language I: English/662G01015
Subjects that are recommended to be taken simultaneously
Subjects that continue the syllabus
English in the Workplace/662G01045
Other comments
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 a language requires preseverance and continuity over time.

(*)The teaching guide is the document in which the URV publishes the information about all its courses. It is a public document and cannot be modified. Only in exceptional cases can it be revised by the competent agent or duly revised so that it is in line with current legislation.