		Teaching	g Guide		
	Identifyin	g Data			2021/22
Subject (*)	English in the Workplace Code				662G01045
Study programme	Grao en Turismo				'
	,	Descri	ptors		
Cycle	Period Year Type			Туре	Credits
Graduate	1st four-month period Fourth Optional				6
Language	English				
Teaching method	Face-to-face				
Prerequisites					
Department	Letras				
Coordinador	Moss , SarahMoss , Sarah Louise		E-mail	sarah.moss@ud	c.essarah.moss@udc.es
Lecturers	Moss , Sarah		E-mail	sarah.moss@ud	c.es
	Moss , Sarah Louise				
Web		'			
Web General description	This course is designed to provide	business com	munication skills f	or students who will so	on need to use English in a
	This course is designed to provide working environment. They include				•
		le basic Busine	ss English skills th	nat are essential whater	ver you are doing in business,
	working environment. They include	le basic Busine se of basic busi	ess English skills the ness terminology;	nat are essential whater working in multicultura	ver you are doing in business, I environments; calling and
	working environment. They include namely: familiarisation with and us	le basic Busine se of basic busi	ess English skills the ness terminology;	nat are essential whater working in multicultura	ver you are doing in business, I environments; calling and
General description	working environment. They include namely: familiarisation with and us holding meetings; negotiating; spe	le basic Busine se of basic busi	ess English skills the ness terminology;	nat are essential whater working in multicultura	ver you are doing in business, I environments; calling and
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General description	working environment. They include namely: familiarisation with and us holding meetings; negotiating; special. Modifications to the contents 2. Methodologies *Teaching methodologies that are	le basic Busine se of basic busic baking on the te maintained modified	ess English skills the ness terminology; elephone; business	nat are essential whater working in multicultura	ver you are doing in business, I environments; calling and
General description	working environment. They include namely: familiarisation with and us holding meetings; negotiating; special. Modifications to the contents 2. Methodologies *Teaching methodologies that are	le basic Busine se of basic busic baking on the te maintained modified	ess English skills the ness terminology; elephone; business	nat are essential whater working in multicultura	ver you are doing in business, I environments; calling and
General description	working environment. They include namely: familiarisation with and us holding meetings; negotiating; special 1. Modifications to the contents 2. Methodologies *Teaching methodologies that are *Teaching methodologies that are 3. Mechanisms for personalized are	le basic Busine se of basic busic baking on the te maintained modified	ess English skills the ness terminology; elephone; business	nat are essential whater working in multicultura	ver you are doing in business, I environments; calling and
General description	working environment. They include namely: familiarisation with and us holding meetings; negotiating; special 1. Modifications to the contents 2. Methodologies *Teaching methodologies that are *Teaching methodologies that are 3. Mechanisms for personalized are	le basic Busine se of basic busic baking on the te maintained modified	ess English skills the ness terminology; elephone; business	nat are essential whater working in multicultura	ver you are doing in business, I environments; calling and
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	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.
В3	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	/ progra	amme
	competences		
To acquire communicative competence in the English language, in accordance with the professional context of the tourist	A6	B1	C1
industry.	A13	B2	C2
	A15	В3	СЗ
To become competent in the use of high frequency vocabulary used in professional situations in business and the tourist	A29	B4	C4
industry in particular.		B5	C5
		В6	C6
		В7	C7
			C8
To identify and employ written and oral discourse in the most appropriate register, using common rhetorical functions such as	A6	B1	C1
persuasion and information.	A13	В3	C2
	A15	B4	СЗ
To understand, analyse and summarise oral and written discourse in English commonly used in the tourist industry.	A29	B5	C4
		В6	C5
		В7	C6
			C7
			C8
To work in multicultural environments.	A6	B1	C2
	A13	В3	C4
	A15	B5	
	A29	В6	
		В7	

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.		
	Working in multi-cultural environments		
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 a meeting		
	Negotiating		
	Minutes (written)		

Professional presentation skills:	Preparation and delivery:
	Introduction
	Arguments
	Conclusions
	Q&A
	Visuals
	Intonation and pauses

	Plannin	g		
Methodologies / tests	Competencies /	Teaching hours	Student?s personal	Total hours
	Results	(in-person & virtual)	work hours	
Seminar	A6 A13 A15 A29 B1	30	45	75
	B2 B3 B4 B5 B6 B7			
	C1 C2 C3 C4 C5 C6			
	C7 C8			
Simulation	A6 A13 A15 A29 B1	10	20	30
	B3 B4 B5 B6 B7 C2			
	C3 C4 C5 C6 C7 C8			
Oral presentation	A6 A13 A15 A29 B1	5	35	40
	B3 B4 B5 B6 B7 C2			
	C3 C4 C5 C6 C7 C8			
Personalized attention		5	0	5

	Methodologies
Methodologies	Description
Seminar	Practical lessons 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	The lessons are of an essentially practical nature, and in this sense students' participation is essential. This includes		
Seminar	consulting with the lecturer if any sections of the course are unclear to the students, or if they encounter difficulties with the		
Simulation	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 Campus Virtual and Teams.		

Assessment				
Methodologies	Competencies /	Description	Qualification	
	Results			
Oral presentation	A6 A13 A15 A29 B1	10 minute presentation with visuals.	30	
	B3 B4 B5 B6 B7 C2			
	C3 C4 C5 C6 C7 C8			

Seminar	A6 A13 A15 A29 B1	Attendance, participation and completion of tasks to a satisfactory standard as	30
	B2 B3 B4 B5 B6 B7	required in the working environment. (10 %)	
	C1 C2 C3 C4 C5 C6		
	C7 C8	Assessment of knowledge of business vocabulary and multicultural awareness	
		covered in class. This may be written or oral. (20%)	
Simulation	A6 A13 A15 A29 B1	Telephone conversation: oral competence when speaking on the telephone and	40
	B3 B4 B5 B6 B7 C2	effective note taking (20%)	
	C3 C4 C5 C6 C7 C8		
		In-class group meeting(s) and negotiations. Students will be required to prepare all	
		aspects of the meeting: Agenda, prior preparation, minutes, etc. (20%)	

Assessment comments

Attendance and active participation are essential elements of this course.

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) must complete all the assessment exercises, which will mean attending those sessions, which may be online. In order to pass the course, students must obtain a passing grade on ALL sections.

Students will only be awarded ABSENT ifthey have not taken part in any of the activities that form part of theassessment system.

For the second opportunity, students will be required to resubmit / retake those sections of the course in which they did not obtain a passing grade.

The assessment procedure for the early examination session is as follows:

Vocabulary test (written or oral): 20% Telephone conversation: 20%

Oral presenation: 60%

	Sources of information
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
	- P.Emmerson (2002). Business Grammar Builder . Macmillan
	- B.J Naterop & R. Revell (2004). Telephoning in English . Cambridge
Complementary	- E. Tierney (1994). Showtime. A Guide to Making Effective Presentations . Dublin. Oak Tree Press
	- M.Gannon (2001). Understanding Global Cultures. London. Sage Publications

	Recommendations
	Subjects that it is recommended to have taken before
Modern Language: English/6620	901006
First Modern Language I: Englisl	n/662G01015
First Modern Language II: Englis	h/662G01028
	Subjects that are recommended to be taken simultaneously
	Subjects that continue the syllabus
	Other comments



(*)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.