



Teaching Guide

Identifying Data					2022/23
Subject (*)	First Modern Language II: English		Code	662G01028d	
Study programme	Grao en Turismo (a distancia)				
Descriptors					
Cycle	Period	Year	Type	Credits	
Graduate	1st four-month period	Third	Obligatory	6	
Language	English				
Teaching method	Non-attendance				
Prerequisites					
Department	Letras				
Coordinador	Moss , Sarah Louise	Moss , Sarah	E-mail	sarah.moss@udc.essarah.moss@udc.es	
Lecturers	Montoya Reyes, Ana	Moss , Sarah	E-mail	ana.montoya@col.udc.es 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.				

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.
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 / results		
To use the specialised language of the travel and tourism industry, with particular emphasis on the hospitality industry.	A1	B1	C1
	A6	B2	C2
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.	A13	B3	C3
	A15	B4	C4
	A16	B5	C5
To discuss and present information and opinions orally.	A29	B6	C6
		B7	C7
To read, understand and use basic academic English.			C8
To read, comprehend, summarise and answer questions both orally and in writing on authentic 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: Review of common errors (grammar, syntax, spelling etc.) Intonation
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.

Planning				
Methodologies / tests	Competencies / Results	Teaching hours (in-person & virtual)	Student's personal work hours	Total hours
Workbook	A1 A6 A13 A15 B4 B6 B7 C2 C3 C7	0	20	20
Directed discussion	A1 A6 A13 A15 B1 B3 B4 B5 B6 B7 C2 C3 C7	3	10	13



Seminar	A1 A6 A13 A15 A16 A29 B1 B2 B6 B7 C1 C2 C4 C5 C6 C7 C8	9	85	94
Objective test	A1 A6 A13 A15 B4 B6 B7 C2 C3 C7	2	20	22
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
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.
Objective test	Written exercises. Oral tests. Final examination

Personalized attention	
Methodologies	Description
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
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.	60
Seminar	A1 A6 A13 A15 A16 A29 B1 B2 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
Directed discussion	A1 A6 A13 A15 B1 B3 B4 B5 B6 B7 C2 C3 C7	Students will take part in various group debates. Their communication skills and ability to maintain a conversation will be assessed through questions and answers. Those students that do not obtain a passing grade or who wish to improve their grade may sit a final oral exam. They must be able to speak with a degree of fluency, grammatical and syntactical correction in accordance with the level set for this subject (C1). The use of sector terminology, and pronunciation/intonation will also be taken into consideration.	20

Assessment comments

