



Teaching Guide

Identifying Data					2023/24
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 , Sarah Louise	E-mail	sarah.moss@udc.es		
Lecturers	Moss , Sarah Louise Praga , Martín Jorge	E-mail	sarah.moss@udc.es m.praga@udc.es		
Web					
General description	<p>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.</p> <p>It falls within the framework of English for Specific Purposes and is pitched at a C1 Level Common European Framework of Reference for Languages.</p>				

Study programme competences

Code	Study programme competences
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		
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 discuss and present information and opinions orally.	A1 A6 A13 A15	B1 B3 B4 B5 B6 B7	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 A15	B1 B4 B6	C2 C3
To read, understand and use basic academic English.	A1 A13 A15 A16	B1 B2 B3 B4 B5 B6 B7	C2 C3 C4
To read, comprehend, summarise and answer questions both orally and in writing on authentic tourism industry related texts of a certain complexity.	A1 A6 A13 A15 A16	B1 B3 B4 B5 B6 B7	C2 C3 C4 C5 C6 C7
To distinguish between and use formal and informal registers.	A1 A6 A13 A15	B1 B2 B3 B4 B5 B6 B7	C1 C2 C3
To produce business and tourism related communications of a standard that would be acceptable in an authentic working environment.	A1 A6 A13 A15	B1 B2 B3 B4 B5 B6 B7	C2

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.
Academic English	An introduction to the language of academic English. Writing an abstract in English. Punctuation.

Planning				
Methodologies / tests	Competencies	Ordinary class hours	Student?s personal work hours	Total hours
Mixed objective/subjective test	A1 A6 A13 A15 B4 B6 B7 C2 C3 C7	2	13	15
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	4	10	14
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
Mixed objective/subjective 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.
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Assessment			
Methodologies	Competencies	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
Mixed objective/subjective 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	Students will take part in various group debates. Their communication skills and ability to maintain a conversation will be assessed through questions and answers. 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.	30

Assessment comments
<p>Students are required to participate actively in the teaching sessions, which are designed as a resource to encourage them to acquire and assimilate the contents.</p> <p>First attempt Students must obtain a passing grade (50%) on each section included in the assessment (workshop, directed discussion and mixed test). If they obtain a failing grade on any of these sections and even though the sum is greater than 5, the final grade for this attempt will not be higher than 4.5 out of 10. Students with a waiver on attendance Students with a waiver on attendance will be assessed in accordance with the section referring to the first session. Students must contact the teaching staff as soon as they have received official notification of the waiver. Second attempt The same assessment method applies for the second session as for the first, and students must retake those sections of the subject in which they did not obtain a passing grade or which they did not sit. In the case of the Workshop, this will consist of an additional task that will be included in the mixed objective/subjective test (written exam). This is ONLY valid for the two opportunities corresponding to the current academic year. Early exam session In the case of the early exam session, students must take a written exam (70%) and an oral exam (30%). Absent Only those students that have not taken part in any of the activities and tasks that comprise the overall assessment of the subject will receive the consideration of ABSENT. Academic dishonesty/plagiarism Students who commit academic fraud will be subject to the corresponding sanctions pursuant to the University of A Coruña's disciplinary regulations for students (art. 11, section 4. b). "The student will be graded with a "fail" (numerical grade 0) for the corresponding academic year, regardless of whether the offence is committed in the first or second attempt. In this sense, the grade for the first session may be modified, if necessary." Diversity Students may request measures aimed at supporting diversity (physical, visual, auditory, cognitive, learning or mental health-related). They should contact the services available at the UDC Diversity Attention Unit (https://www.udc.es/cufie/ADI/apoioalumnado/) or, failing that, the tutor with responsibility for diversity at the Faculty of Tourism, within the time period stipulated for each teaching session. Gender perspective In accordance with the various regulations governing university teaching, a gender perspective must be included in this subject. This includes, among other measures, the use of non-sexist language, bibliographies that are inclusive from a gender perspective, and encouraging participation by all students in class, regardless of their gender. Particular attention will be paid to identifying and addressing sexist prejudices and attitudes. We will work actively to modify this environment and promote values of respect and equality. Any cases of gender discrimination detected will be addressed and appropriate actions taken.</p>

Sources of information

