



Teaching Guide

| Identifying Data | | | | | 2023/24 |
|---------------------|---|--------|-------------------|-----------|---------|
| 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 | Letras | | | | |
| Coordinador | Moss , Sarah Louise | E-mail | sarah.moss@udc.es | | |
| Lecturers | Moss , Sarah Louise | E-mail | sarah.moss@udc.es | | |
| Web | | | | | |
| General description | This course is designed to provide business communication skills for students who will need to use English in a working environment. They include basic Business English skills, namely: familiarisation with and use of basic business terminology; working in multicultural environments; calling and holding meetings; negotiating; speaking on the telephone; business presentations. The emphasis is on oral skills. | | | | |

Study programme competences / results

| Code | Study programme competences / results |
|------|--|
| 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 / results |
|-------------------|---------------------------------------|
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|---|-------------------------|----------------------------|----------------------------|
| To acquire communicative competence in the English language, in accordance with the professional context of the tourist industry. | A6 A13 A15 | B1 B2 B3 | C1 C2 C3 |
| To become competent in the use of high frequency vocabulary used in professional situations in business and the tourist industry in particular. | A29 | B4 B5 B6 B7 | 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. | A6 A13 A15 | B1 B3 B4 | C1 C2 C3 |
| To understand, analyse and summarise oral and written discourse in English commonly used in the tourist industry. | A29 | B5 B6 B7 | C4 C5 C6 C7 C8 |
| To work in multicultural environments. | A6 A13 A15 A29 | B1 B3 B5 B6 B7 | C2 C4 |

| 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 |

| Planning | | | | |
|-----------------------|------------------------|--------------------------------------|-------------------------------|-------------|
| Methodologies / tests | Competencies / Results | Teaching hours (in-person & virtual) | 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 | 50 | 80 |
| Simulation | A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8 | 7 | 18 | 25 |
| 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 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: e.g. 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 topic related to the course contents. |

| Personalized attention | |
|--|---|
| Methodologies | Description |
| Oral presentation Seminar Simulation | 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 Campus Virtual and Teams. |

| Assessment | | | |
|-------------------|--|---|---------------|
| Methodologies | Competencies / Results | 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. | 30 |
| Seminar | A6 A13 A15 A29 B1 B2 B3 B4 B5 B6 B7 C1 C2 C3 C4 C5 C6 C7 C8 | Participation and completion of tasks to a satisfactory standard as required in the working environment. (10 %) Assessment of knowledge of business vocabulary and multicultural awareness covered in class. This may be written or oral. (20%) | 30 |
| 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) and negotiations. Students will be required to prepare all aspects of the meeting: Agenda, prior preparation, minutes, etc. (20%) | 40 |

| Assessment comments |
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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.

First attempt Students must obtain a passing grade (50%) on each section included in the assessment. 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 attempt 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 Seminar, this will consist of a written test. 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 (50%) and make an oral presentation (50%).

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 implication

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 during 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, the 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 the participation of 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.



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| Basic | <ul style="list-style-type: none">- 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 Proporcionarase fontes bibliográficas adicionais ao longo do cuadrimestre. |
| Complementary | <ul style="list-style-type: none">- E. Tierney (1994). Showtime. A Guide to Making Effective Presentations . Dublin. Oak Tree Press- M.Gannon (2001). Understanding Global Cultures. London. Sage Publications Proporcionarase fontes bibliográficas adicionais ao longo do cuadrimestre. |

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

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.