



Guía Docente				
Datos Identificativos				2019/20
Asignatura (*)	Inglés no Contorno Profesional		Código	662G01045
Titulación				
Descriptoros				
Ciclo	Período	Curso	Tipo	Créditos
Grao	1º cuatrimestre	Cuarto	Optativa	6
Idioma	Inglés			
Modalidade docente	Presencial			
Prerrequisitos				
Departamento				
Coordinación	Moss , Sarah LouiseMoss , Sarah	Correo electrónico	sarah.moss@udc.essmoss@udc.es	
Profesorado	Moss , Sarah	Correo electrónico	smoss@udc.es	
	Moss , Sarah Louise		sarah.moss@udc.es	
Web				
Descrición xeral	<p>This course is designed to provide business communication skills for those of you who will soon need to use English in a working environment. They include basic Business English skills that are essential whatever you are doing in business, namely: familiarisation with and use of basic business terminology; calling and holding meetings; speaking on the telephone; business presentations and business plans. The emphasis is on oral skills.</p> <p>You will also be seeing a certain amount of vocabulary that can be termed as general business vocabulary.</p>			

Competencias do título	
Código	Competencias do título

Resultados da aprendizaxe			
Resultados de aprendizaxe		Competencias do título	
To acquire communicative competence in the English language, in accordance with the professional context of the tourist industry.	A6	B1	C1
	A13	B2	C2
	A15	B3	C3
	A29	B4	C4
To become competent in the use of high frequency vocabulary used in professional situations in business and the tourist industry in particular.		B5	C5
		B6	C6
		B7	C7
			C8
To identify and employ written and oral discourse in the most appropriate register, using common rhetorical functions such as persuasion and information.	A29		
To understand, analyse and summarise oral and written discourse in English commonly used in the tourist industry.			

Contidos	
Temas	Subtemas
Understanding the basic language of business	Describing a company: management and organisational structure; facilities; departments; functions; working conditions; remuneration. Business plans.
Telephone language	<p>Telephone conventions: specific vocabulary</p> <p>Effective note taking and abbreviations</p> <p>Customer service: dealing with problems and handling complaints on the telephone.</p>



Meetings and negotiations	Calling a meeting (written) Agenda (written) Chairing and participating in meetings and negotiations Minutes (written)
Professional presentation skills: discourse in product and destination management (II): presentations in English: introductions, arguments, conclusions, questions and answers, debates and comments.	Preparation and delivery: Introduction Arguments Conclusions Q&A Visuals Intonation and pauses

Planificación				
Metodoloxías / probas	Competencias	Horas presenciais	Horas non presenciais / traballo autónomo	Horas totais
Seminario	A6 A13 A15 A29 B1 B2 B3 B4 B5 B6 B7 C1 C2 C3 C4 C5 C6 C7 C8	30	45	75
Simulación	A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8	10	20	30
Presentación oral	A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8	5	35	40
Atención personalizada		5	0	5
*Os datos que aparecen na táboa de planificación son de carácter orientativo, considerando a heteroxeneidade do alumnado				

Metodoloxías	
Metodoloxías	Descrición
Seminario	Practical classes 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.
Simulación	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.
Presentación oral	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.

Atención personalizada	
Metodoloxías	Descrición
Presentación oral Seminario Simulación	Tasks will be carried out with the students in small groups, working closely with the students, therefore providing them with ample opportunity to consult any queries, etc. Likewise, students are actively encouraged to use the lecturer's office hours to resolve any queries.

Avaliación			
Metodoloxías	Competencias	Descrición	Cualificación



Presentación oral	A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8	10 minute presentation with visuals.	40
Seminario	A6 A13 A15 A29 B1 B2 B3 B4 B5 B6 B7 C1 C2 C3 C4 C5 C6 C7 C8	Attendance, participation and completion of tasks to a satisfactory standard as required. Assessment of knowledge of business vocabulary covered in class. This may be written or oral.	20
Simulación	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). Students will be required to prepare all aspects of the meeting: Agenda, prior preparation, minutes, etc. (20%)	40

Observacións avaliación

Students are required to comply with an 80% attendance requirement.

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 avaliación, revisión e reclamación das cualificacións dos estudos de grao e mestrado universitario (Art 3 e 8b), will be assessed as follows:

Business vocabulary test: 20%

Individual meeting / negotiation, including written call to meeting and summary: 20%

Telephone conversation: 20%

Oral presentation: 40%

For the second opportunity (July) students will be required to repeat those sections of the assessment in which they failed to obtain a passing grade, namely 50% of the total number of points assigned to each activity.

Fontes de información

Bibliografía básica	<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
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Bibliografía complementaria

Recomendacións

Materias que se recomenda ter cursado previamente

Idioma Moderno: Inglés/662G01006

Primeiro Idioma Moderno I: Inglés/662G01015

Primeiro Idioma Moderno II: Inglés/662G01028

Materias que se recomenda cursar simultaneamente

Materias que continúan o temario

Observacións



This subject is pitched at a B2 /C1 level of the Common European Framework of Reference for Languages. It covers specific activities and is NOT a General English course. Students are therefore advised not to take this course if their level of English is lower than B2. Although written aspects are included, this subject is essentially orally-focused and participation and prior preparation are therefore essential.

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