



Teaching Guide				
Identifying Data				2020/21
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	Hybrid			
Prerequisites				
Department				
Coordinador	Moss , SarahMoss , Sarah Louise	E-mail	smoss@udc.essarrah.moss@col.udc.es	
Lecturers	Moss , Sarah	E-mail	smoss@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>			
Contingency plan	<ol style="list-style-type: none"> Modifications to the contents Methodologies <ul style="list-style-type: none"> *Teaching methodologies that are maintained *Teaching methodologies that are modified Mechanisms for personalized attention to students Modifications in the evaluation <ul style="list-style-type: none"> *Evaluation observations: Modifications to the bibliography or webgraphy 			

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.
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 / results		
To use the specialised language of the travel and tourism industry, with particular emphasis on the hospitality industry.	A1	B1	C1
To obtain an insight into the similarities and differences between English and Spanish through contrastive analysis.	A6	B2	C2
To resolve grammatical difficulties that may prevent effective communication.	A13	B3	C3
To discuss and present information and opinions orally.	A15	B4	C4
To read, understand and use basic academic English.	A16	B5	C5
To read, comprehend, summarise and answer questions both orally and in writing on authentic tourism industry related texts of a certain complexity.	A17	B6	C6
To distinguish between and use formal and informal registers.		B7	C7
To produce business and tourism related communications of a standard that would be acceptable in an authentic working environment.			C8

Contents	
Topic	Sub-topic
Hotel branding	Types of hotels: descriptions, locations, facilities and services, etc. Current and future hotel trends Language skills: speaking, listening, writing, reading and translation.
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.

Planning				
Methodologies / tests	Competencies / Results	Teaching hours (in-person & virtual)	Student?s personal work hours	Total hours



Objective test	A1 A6 A13 A15 B4 B6 B7 C2 C3 C7	3	20	23
Workbook	A1 A6 A13 A15 B4 B6 B7 C2 C3 C7	5	15	20
Directed discussion	A1 A6 A13 A15 B1 B3 B4 B5 B6 B7 C2 C3 C7	6	0	6
Seminar	A1 A6 A13 A15 A16 A17 B2 B4 B6 B7 C1 C2 C4 C5 C6 C7 C8	40	60	100
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
Objective 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.

Assessment			
Methodologies	Competencies / Results	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
Objective test	A1 A6 A13 A15 B4 B6 B7 C2 C3 C7	Written test consisting of any or all of the following: formal business communication or report; reading comprehension; summary and composition; use of English exercises.	50
Directed discussion	A1 A6 A13 A15 B1 B3 B4 B5 B6 B7 C2 C3 C7	Students will be required to present a topic for discussion and debate with the rest of the class. Marks will be awarded for presentation skills and capacity to maintain a conversation through questions and answers. This will be assessed during the course. Students failing to obtain a passing grade or who wish to improve their grade will be able to take a final oral examination at the end of the semester.	30

Assessment comments



In order to pass this subject, students are required to obtain a passing grade (50%) in ALL THREE areas of assessment (written test, oral and continuous assessment).

Attendance is considered essential, as oral work will be assessed throughout the semester and students may be required to submit written tasks completed in class.

The same assessment method applies for the second opportunity. Students will be therefore be required to make up any continuous assessment tasks that they have not completed.

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 avilación, revisión e reclamación das cualificacións dos estudos de grao e mestrado universitario (Art 3 e 8b), will be required to complete all continuous assessment tasks (20%), complete the final test (50%) and take an oral exam (30%).

Sources of information

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|----------------------|--|
| Basic | <ul style="list-style-type: none">- M. McCarthy (2008). Academic Vocabulary in Use. Cambridge- R. Walker (2009). Tourism 3 Oxford English for Careers. Oxford University Press- C. Talcott (2007). Target Score. Cambridge Professional English- P. Emmerson (2002). Business Grammar Builder. Macmillan- P. Leggott (2010). LCCI English for Business Testbuilder. Macmillan- P.Strutt (2013). English for International Tourism Upper Intermediate. Pearson- A.Pohl (2002). Professional English: Hotel and Catering. Penguin English Guides- A. Rowe (2002). Travel and Tourism . Cambridge International Examinations |
| Complementary | |

Recommendations

Subjects that it is recommended to have taken before

Modern Language: English/662G01006

First Modern Language I: English/662G01015

Subjects that are recommended to be taken simultaneously

Subjects that continue the syllabus

English in the Workplace/662G01045

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 perseverance 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.