



| Guía docente          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                    |              |           |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|--------------|-----------|
| Datos Identificativos |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                    |              | 2018/19   |
| Asignatura (*)        | Inglés en el Entorno Profesional                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                    | Código       | 662G01045 |
| Titulación            | Grao en Turismo                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                    |              |           |
| Descriptoros          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                    |              |           |
| Ciclo                 | Periodo                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Curso              | Tipo         | Créditos  |
| Grado                 | 1º cuatrimestre                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Cuarto             | Optativa     | 6         |
| Idioma                | Inglés                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                    |              |           |
| Modalidad docente     | Presencial                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                    |              |           |
| Prerrequisitos        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                    |              |           |
| Departamento          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                    |              |           |
| Coordinador/a         | Moss , Sarah                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Correo electrónico | smoss@udc.es |           |
| Profesorado           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Correo electrónico |              |           |
| Web                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                    |              |           |
| Descripción general   | <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 del título |                                                                                                                                                                                                                                                                 |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Código                  | Competencias del título                                                                                                                                                                                                                                         |
| A6                      | Tener una marcada orientación de servicio al cliente.                                                                                                                                                                                                           |
| A13                     | Manejar técnicas de comunicación.                                                                                                                                                                                                                               |
| A15                     | Trabajar en inglés como lengua extranjera.                                                                                                                                                                                                                      |
| A29                     | Trabajar en medios socioculturales diferentes.                                                                                                                                                                                                                  |
| B1                      | Capacidad de análisis y síntesis.                                                                                                                                                                                                                               |
| B2                      | Comunicación oral y escrita en lengua nativa.                                                                                                                                                                                                                   |
| B3                      | Resolución de problemas.                                                                                                                                                                                                                                        |
| B4                      | Razonamiento crítico.                                                                                                                                                                                                                                           |
| B5                      | Compromiso ético.                                                                                                                                                                                                                                               |
| B6                      | Aprendizaje autónomo.                                                                                                                                                                                                                                           |
| B7                      | Adaptación a nuevas situaciones.                                                                                                                                                                                                                                |
| C1                      | Expresarse correctamente, tanto de forma oral como escrita, en las lenguas oficiales de la comunidad autónoma.                                                                                                                                                  |
| C2                      | Dominar la expresión y la comprensión de forma oral y escrita de un idioma extranjero.                                                                                                                                                                          |
| C3                      | Utilizar las herramientas básicas de las tecnologías de la información y las comunicaciones (TIC) necesarias para el ejercicio de su profesión y para el aprendizaje a lo largo de su vida.                                                                     |
| C4                      | Desarrollarse para el ejercicio de una ciudadanía abierta, culta, crítica, comprometida, democrática y solidaria, capaz de analizar la realidad, diagnosticar problemas, formular e implantar soluciones basadas en el conocimiento y orientadas al bien común. |
| C5                      | Entender la importancia de la cultura emprendedora y conocer los medios al alcance de las personas emprendedoras.                                                                                                                                               |
| C6                      | Valorar críticamente el conocimiento, la tecnología y la información disponible para resolver los problemas con los que deben enfrentarse.                                                                                                                      |
| C7                      | Asumir como profesional y ciudadano la importancia del aprendizaje a lo largo de la vida.                                                                                                                                                                       |
| C8                      | Valorar la importancia que tiene la investigación, la innovación y el desarrollo tecnológico en el avance socioeconómico y cultural de la sociedad.                                                                                                             |

| Resultados de aprendizaje |                         |
|---------------------------|-------------------------|
| Resultados de aprendizaje | Competencias del título |



|                                                                                                                                                           |                  |                      |                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------|----------------------------|
| To acquire communicative competence in the English language, in accordance with the professional context of the tourist industry.                         | A6<br>A13<br>A15 | B1<br>B2<br>B3       | C1<br>C2<br>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<br>B5<br>B6<br>B7 | C4<br>C5<br>C6<br>C7<br>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.                                         |                  |                      |                            |

| Contenidos                                                                                                                                                                                            |                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Tema                                                                                                                                                                                                  | Subtema                                                                                                                                                                    |
| Understanding the basic language of business                                                                                                                                                          | Describing a company: management and organisational structure; facilities; departments; functions; working conditions; remuneration. Business plans.                       |
| Telephone language                                                                                                                                                                                    | Telephone conventions: specific vocabulary<br>Effective note taking and abbreviations<br>Customer service: dealing with problems and handling complaints on the telephone. |
| Meetings and negotiations                                                                                                                                                                             | Calling a meeting (written)<br>Agenda (written)<br>Chairing and participating in meetings and negotiations<br>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:<br>Introduction<br>Arguments<br>Conclusions<br>Q&A<br>Visuals<br>Intonation and pauses                                                           |

| Planificación          |                                                                      |                    |                                          |               |
|------------------------|----------------------------------------------------------------------|--------------------|------------------------------------------|---------------|
| Metodologías / pruebas | Competencias                                                         | Horas presenciales | Horas no presenciales / trabajo autónomo | Horas totales |
| Seminario              | A6 A13 A15 A29 B1<br>B2 B3 B4 B5 B6 B7<br>C1 C2 C3 C4 C5 C6<br>C7 C8 | 30                 | 45                                       | 75            |
| Simulación             | A6 A13 A15 A29 B1<br>B3 B4 B5 B6 B7 C2<br>C3 C4 C5 C6 C7 C8          | 10                 | 20                                       | 30            |
| Presentación oral      | A6 A13 A15 A29 B1<br>B3 B4 B5 B6 B7 C2<br>C3 C4 C5 C6 C7 C8          | 5                  | 35                                       | 40            |
| Atención personalizada |                                                                      | 5                  | 0                                        | 5             |

(\*) Los datos que aparecen en la tabla de planificación són de carácter orientativo, considerando la heterogeneidad de los alumnos



## Metodologías

| Metodologías      | 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

| Metodologías                                 | Descrición                                                                                                                                                                                                                                                                         |
|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Presentación oral<br>Seminario<br>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. |

## Evaluación

| Metodologías      | Competencias                                                         | Descrición                                                                                                                                                                                                                                               | Calificación |
|-------------------|----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| Presentación oral | A6 A13 A15 A29 B1<br>B3 B4 B5 B6 B7 C2<br>C3 C4 C5 C6 C7 C8          | 10 minute presentation with visuals.                                                                                                                                                                                                                     | 40           |
| Seminario         | A6 A13 A15 A29 B1<br>B2 B3 B4 B5 B6 B7<br>C1 C2 C3 C4 C5 C6<br>C7 C8 | Attendance, participation and completion of tasks to a satisfactory standard as required.<br><br>Assessment of knowledge of business vocabulary covered in class. This may be written or oral.                                                           | 20           |
| Simulación        | A6 A13 A15 A29 B1<br>B3 B4 B5 B6 B7 C2<br>C3 C4 C5 C6 C7 C8          | Telephone conversation: oral competence when speaking on the telephone and effective note taking (20%)<br><br>In-class group meeting(s). Students will be required to prepare all aspects of the meeting: Agenda, prior preparation, minutes, etc. (20%) | 40           |

## Observaciones evaluación

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.

## Fuentes de información



|                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Básica         | <ul style="list-style-type: none"><li>- L.Jones (2001). Working in English . Cambridge</li><li>- N. brieger (1996). The Language of Business English. Prentice Hall</li><li>- M.Grussendorf (2007). English for Presentations. Oxford University Press</li><li>- K. Thomson (2007). English for Meetings. Oxford University Press</li><li>- B. Mascull (2004). Business Vocabulary in Use (advanced). Cambridge</li><li>- A. Watson-Delestree (1998). The Working Week. LTP</li></ul> |
| Complementária |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| Recomendaciones                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Asignaturas que se recomienda haber cursado previamente                                                                                                                                                                                                                                                                                                                                                                              |
| Idioma Moderno: Inglés/662G01006<br>Primer Idioma Moderno I: Inglés/662G01015<br>Primer Idioma Moderno II: Inglés/662G01028                                                                                                                                                                                                                                                                                                          |
| Asignaturas que se recomienda cursar simultáneamente                                                                                                                                                                                                                                                                                                                                                                                 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Asignaturas que continúan el temario                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Otros comentarios                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 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.&nbsp;Although written aspects are included, this subject is essentially orally-focused and participation and prior preparation are therefore essential. |

(\*) La Guía Docente es el documento donde se visualiza la propuesta académica de la UDC. Este documento es público y no se puede modificar, salvo cosas excepcionales bajo la revisión del órgano competente de acuerdo a la normativa vigente que establece el proceso de elaboración de guías