



## Teaching Guide

| Teaching Guide      |  |        |                                       |           |
|---------------------|--|--------|---------------------------------------|-----------|
| Identifying Data    |  |        |                                       | 2020/21   |
| 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     | Hybrid   |        |                                       |           |
| Prerequisites       |  |        |                                       |           |
| Department          |  |        |                                       |           |
| Coordinador         | Moss , Sarah   | E-mail | smoss@udc.es                          |           |
| Lecturers           | Moss , Sarah<br>Moss , Sarah Louise  | E-mail | smoss@udc.es<br>sarah.moss@col.udc.es |           |
| Web                 |  |        |                                       |           |
| General description | This course is designed to provide business communication skills for students 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; working in multicultural environments; calling and holding meetings; negotiating; speaking on the telephone; business presentations. The emphasis is on oral skills. |        |                                       |           |
| Contingency plan    | 1. Modifications to the contents<br><br>2. Methodologies<br>*Teaching methodologies that are maintained<br><br>*Teaching methodologies that are modified<br><br>3. Mechanisms for personalized attention to students<br><br>4. Modifications in the evaluation<br><br>*Evaluation observations:<br><br>5. Modifications to the bibliography or webgraphy   |        |                                       |           |

## Study programme competences

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

| 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. |
|  | Multiculturality in tourism  |
| 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:<br>Introduction<br>Arguments<br>Conclusions<br>Q&A<br>Visuals<br>Intonation and pauses |
|-----------------------------------|--|

| Planning  |  |                      |                               |             |
|---|--|----------------------|-------------------------------|-------------|
| Methodologies / tests   | Competencies   | Ordinary class hours | Student's personal work hours | Total hours |
| Seminar   | 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          |
| Simulation  | A6 A13 A15 A29 B1<br>B3 B4 B5 B6 B7 C2<br>C3 C4 C5 C6 C7 C8          | 10                   | 20                            | 30          |
| Oral presentation   | A6 A13 A15 A29 B1<br>B3 B4 B5 B6 B7 C2<br>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, 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. |
| Oral presentation | 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.   |

| Personalized attention                     |   |
|--|---|
| Methodologies                              | Description   |
| Oral presentation<br>Seminar<br>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 Moodle forum and Teams. |

| Assessment        |   |                                      |               |
|-------------------|---|--------------------------------------|---------------|
| Methodologies     | Competencies  | Description                          | Qualification |
| Oral presentation | A6 A13 A15 A29 B1<br>B3 B4 B5 B6 B7 C2<br>C3 C4 C5 C6 C7 C8 | 10 minute presentation with visuals. | 30            |



|            |  |   |    |
|------------|--|---|----|
| Seminar    | 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 in the working environment.<br><br>Assessment of knowledge of business vocabulary and multicultural awareness covered in class. This may be written or oral.                     | 30 |
| Simulation | 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) and negotiations. Students will be required to prepare all aspects of the meeting: Agenda, prior preparation, minutes, etc. (20%) | 40 |

## Assessment comments

Attendance and active participation are essential elements of this course.

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) must complete all the assessment exercises, which will mean attending those sessions.

In order to pass the course, students must obtain a passing grade on ALL sections.

For the second opportunity, students will be required to resubmit / retake those sections of the course in which they did not obtain a passing grade.

## Sources of information

|                      |  |
|----------------------|--|
| <b>Basic</b>         | <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> |
| <b>Complementary</b> |  |

## 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.&nbsp;&nbsp;&nbsp;Likewise, they are reminded that the study of a language requires perseverance and continuity over time.&nbsp;&nbsp;&nbsp;

(\*)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.