



| DATOS IDENTIFICATIVOS | | | | 2019/20 | |
|-----------------------|--|-----------------|--------------------|-------------------|-----------|
| Asignatura | Primer Idioma Moderno II: Inglés | | | Código | 662G01028 |
| Titulación | Grao en Turismo | | | | |
| Descritores | Ciclo | Periodo | Curso | Tipo | Créditos |
| | Grado | 2º cuatrimestre | Tercero | Obligatoria | 6 |
| Idioma | Inglés | | | | |
| Prerrequisitos | | | | | |
| Departamento | | | | | |
| Coordinador/a | Moss , Sarah Louise | | Correo electrónico | sarah.moss@udc.es | |
| Profesorado | Moss , Sarah Louise | | Correo electrónico | sarah.moss@udc.es | |
| Web | http:// | | | | |
| Descripción general | An upper intermediate English for Special Purposes module in English for Tourism. Common European Framework of Reference for Languages level B2. | | | | |

| COMPETENCIAS DEL TÍTULO | |
|-------------------------|--|
| Código | Competencias del título: Específicas |
| A1 | Comprender los principios del turismo: su dimensión espacial, social, cultural, política, laboral y económica. |
| A6 | Tener una marcada orientación de servicio al cliente. |
| A13 | Manejar técnicas de comunicación. |
| A15 | Trabajar en inglés como lengua extranjera. |
| A16 | Comunicarse de forma oral y escrita en una segunda lengua extranjera. |
| A17 | Comunicarse de forma oral y escrita en una tercera lengua extranjera. |
| Código | Competencias del título: Básicas / Generales |
| 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. |
| Código | Competencias del título: Transversales / Nucleares |
| 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. |

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| 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 obtain an insight into the similarities and differences between English and Spanish through contrastive analysis. To resolve grammatical difficulties that may prevent effective communication. To communicate orally. To translate a tourism-base text written in Spanish into English To read, comprehend, summarise and answer questions both orally and in writing on tourism and travel industry related texts. To use the specialised language of the travel and tourism industry, with particular emphasis on the use of persuasive and descriptive language. To become familiar with and use academic and business English in a variety of forms, using appropriate levels of clarity, relevance and economy, plus a suitable layout and tone. | A1 | B1 | C1 |
| | A6 | B2 | C2 |
| | A13 | B3 | C3 |
| | A15 | B4 | C4 |
| | A16 | B5 | C5 |
| | A17 | B6 | C6 |
| | | B7 | C7 |
| | | | C8 |

| CONTENIDOS | |
|--|---|
| Tema | Subtema |
| Hotel branding | Types of hotels: descriptions, locations, facilities and services, etc. Current and future hotel trends |
| Translation in the hospitality industry | Language skills: speaking, listening, writing, reading and translation. 1. The value of translation as a language learning exercise. 2. The object /importance of translation in the tourism industry. 3. The importance of effective communication. 4. The use of ICTs in translation. 5. Tourism as a language for specific purposes. 7. The sub-genres of the language of tourism. 8. The process of translation: before, during and after. 9. Practice in translating hospitality industry based texts of various types - e.g. descriptions of hotels, facilities and services, websites, booking and other procedures, hotel information and communications to guests before, during and after their stay. |
| Hotel grading and standards: writing, reading and speaking | Hotel standards Customer service: guest satisfaction: responding to comments and complaints. Written internal and external communications: websites; selling; terms and conditions; customer relations; online reputation; 1. Layout 2. Informal and formal language 3. Structure and organisation. 4. Communicative impact |
| Running a hotel: speaking, listening and reading | Qualities and skills of an effective manager. 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.

| PLANIFICACIÓN | | | | |
|------------------------|---|----------------------------|---|-----------------------------|
| Metodologías / pruebas | Competencias | A Horas presenciales | B Horas no presenciales / trabajo autónomo | C (A+B) Horas totales |
| Prueba objetiva | A1 A6 A13 A15 B4 B6 B7 C2 C3 C7 | 3 | 20 | 23 |
| Lecturas | A1 A6 A13 A15 B4 B6 B7 C2 C3 C7 | 5 | 15 | 20 |
| Discusión dirigida | A1 A6 A13 A15 B1 B3 B4 B5 B6 B7 C2 C3 C7 | 6 | 0 | 6 |
| Seminario | A1 A6 A13 A15 A16 A17 B2 B4 B6 B7 C1 C2 C4 C5 C6 C7 C8 | 40 | 60 | 100 |
| Atención personalizada | | 1 | 0 | 1 |

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

| METODOLOGÍAS | |
|--------------------|--|
| Metodologías | Descripción |
| Prueba objetiva | Written exam consisting of any or all of the following: translation (Spanish - English); formal business communication (letter, memo or email); reading comprehension; use of English exercises |
| Lecturas | Reading of articles, chapters from tourism and travel related texts for analysis and discussion in class. Students will be expected to read the texts beforehand class and prepare answers, opinions, etc. |
| Discusión dirigida | In-class debates, discussions and presentations aimed at providing students with the opportunity to improve their oral skills. Their performance will be assessed and will contribute to their overall grade. |
| Seminario | Essentially practical classes in which the students will work with the required explanations and receive the necessary information to develop their written and oral communicative skills. Prior preparation will be required for these classes. |

| ATENCIÓN PERSONALIZADA | |
|------------------------|---|
| Metodologías | Descripción |
| Discusión dirigida | In addition to these activities, students will have access to the lecturer on a one-to-one basis to clarify any queries, etc. |
| Seminario | |

| EVALUACIÓN | | | |
|--------------------|--|--|--------------|
| Metodologías | Competencias | Descripción | Calificación |
| Seminario | A1 A6 A13 A15 A16 A17 B2 B4 B6 B7 C1 C2 C4 C5 C6 C7 C8 | Attendance, participation and completion of written work for correction as required. | 10 |
| Prueba objetiva | A1 A6 A13 A15 B4 B6 B7 C2 C3 C7 | Written exam consisting of any or all of the following: translation (Spanish - English); formal business communication (letter, memo or email); reading comprehension; use of English exercises. Students that have met the attendance requirements (80%) of all classes and have completed the required written work: Continuous assessment: 20% (Participation and standard of written work) Written exam: 50% | 60 |
| Discusión dirigida | A1 A6 A13 A15 B1 B3 B4 B5 B6 B7 C2 C3 C7 | Students that have met the attendance requirements (80%) and whose oral class assessment is at a pass or higher level are exempt from the final oral exam. Students that do not meet the attendance requirement or whose oral skills are not of a satisfactory standard will be required to take an oral exam at the end of the course. In all cases, the oral section of the course is worth 30% of the final assessment grade. | 30 |

Observaciones evaluación

Students who fail to comply with the 80% attendance requirement may not opt for the 10% of the final grade assigned to seminar work; instead, their written exam will be graded as 70%.

Students who have complied with the 80% attendance requirement but who have obtained less than an average grade of five on their written work may also opt for a final written exam worth 70%.

In order to pass this subject, students are required to obtain a passing grade (50%) on BOTH the oral and written sections of the exam.

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 assessed in the following way: 70% written exam; 30% oral test.

In the second opportunity (July) students will be assessed as follows: 70% written exam and 30% oral exam. If students passed either the written exam or oral test in the first opportunity, this grade will be maintained for the second opportunity.

FUENTES DE INFORMACIÓN

Básica

- 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

Complementaria

RECOMENDACIONES

Asignaturas que se recomienda haber cursado previamente

Idioma Moderno: Inglés/662G01006

Primer Idioma Moderno I: Inglés/662G01015

Asignaturas que se recomienda cursar simultáneamente

Asignaturas que continúan el temario

Inglés en el Entorno Profesional/662G01045

Otros comentarios

The learning outcomes of this module are pitched at a B2 level of the Common European Framework of Reference for Languages.

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 language requires perseverance and continuity over time.

Erasmus students are informed that this course includes translation from Spanish to English and they therefore need a reading comprehension level of B2 in Spanish.