Syllabus

Subject

Subject / Group	20518 - English III / 34
Degree	Degree in Tourism - Third year
	Double Degree in Business Administration and Tourism - Third year
	Double Degree in Economics and Tourism (2015) - Third year
Credits	6
Period	First semester
Language of instruction	English

Professors

Lecturers	Office hours for students					
	Starting time	**Finishing time**	**Day**	**Start date**	**End date**	**Office / Building**
	12:30	13:30	Tuesday	10/09/2018	21/12/2018	Despacho 7 (Facultad de Turismo - edificio Arxiduc)
Yolanda Joy Calvo Benzies yolandajoy.calvo@uib.es						
	16:00	17:00	Wednesday	09/01/2019	13/02/2019	IES Joan María Thomas

Context

Anglès III

Anglès III is a compulsory subject within the area of Foreign Languages Applied to Tourism which, in turn, is one of the three components of the Instrumental Module.

As an instrumental subject, Anglès III (i.e. English for Tourism III), is an essential tool for communicating in international professional settings related to the tourism industry.

The learning of English for Tourism in the Degree of Tourism is organised in four levels of proficiency consisting of 3 compulsory subjects (Anglès I, Anglès II, Anglès III) and an elective one (Anglès IV).

Anglès III will deal with the language needed to discuss and work with tourism issues at mid-management level. The materials used throughout the course have been designed at Level B2+ of the Common European Framewrok for Languages.The course covers the following topics: Being a manager in the tourism industry (pros and cons, skills, duties, tips for future professional life); the language of meetings and negotiations; promotion at trade fairs, National Tourism Organitations, quality (quality standards and quality assurance techniques: dealing with complaints); human resources management (job-hunting and job interviews in the tourism sector).

Requirements

Document automatically generated at 1012:33 of 12/12/2018

Syllabus

Recommended

Students should have obtained a minimum pass grade in the subjects *Anglès I* (20502) and *Anglès II* (20506)

Skills

Specific

* CE-1 A command of the English language at an intermediate level so that students can develop all language skills and use the specific vocabulary needed to perform effectively in the tourism sector. .
* CE-8 Achieve a command of foreign languages and attain the information technology skills needed to interact in the tourism market, i.e. collecting and analysing data, carrying out statistics and qualitative data analysis, making on-line bookings and using computer applications. .

Generic

* CG-4 Can communicate information, ideas, problems and solutions in toursim related settings to both specialist and non-specialist audiences. CG-5 Have developed those learning skills that are necessary for them to continue to undertake further study with a high degree of autonomy. .
* CG-5 Have developed those learning skills that are necessary for them to continue to undertake further study with a high degree of autonomy. .
* CG-2 Apply the acquired technical and methodological knowledge to their work in an professional way by integrating the various areas of knowledge covered in their degree in Tourism. Prove that competences have been acquired by being able to engage in tourism related discussions and develop problem-solving techniques. .

Basic

* You may consult the basic competencies students will have to achieve by the end of the degree at the following address: http://www.uib.eu/study/grau/Basic-Competences-In-Bachelors-Degree-Studies/

Content

Range of topics

Unit 1. Tourism managers

    1.1. Challenges for tourism managers

    1.2. Preliminary meeting arrangements

    1.3. Planning an agenda

Unit 2. NTOs

    2.1. The role of NTOs

    2.2. Attending trade fairs: a stand at a trade fair.

    2.3. The language of meetings I: Chairing and running a meeting.

    2.4. Writing minutes

Document automatically generated at 1012:33 of 12/12/2018

Syllabus

Unit 3. Managing tour operation

    3.1. Putting together a package holiday: components and chain of distribution.

    3.2. New product development

    3.3. Contracting: The language of negotiations

    3.4. Co-creation

Unit 4. The Impacts of tourism

    4.1. Advantages and disadvantages of developing tourism: economic, environmental, and sociocultural.

    4. 2. The language of meetings: turn-taking, summarizing and closing, follow-up.

Unit 5. Quality in tourism

    5.1. Quality assurance techniques

    5.2. Dealing with complaints

    5.3. Letters of apology

Unit 6. Human Resource Management

    6.1. The structure of the hotel trade

    6.2. Hotel organizational chart

    6.3. The selection process: preparing an interview.

Teaching methodology

In-class work activities (2.4 credits, 60 hours)

Modality	Name	Typ. Grp.	Description	Hours
Theory classes		Large group (G)	The course methodological approach integrates theory and practice of the language. Theory contents will cover the linguistic, sociolinguistic and pragmatic skills required to interact with the customer in tourism related communicative settings. Theory modules will, therefore, look at the grammar, specific vocabulary and text type features, reading and writing techniques, principles of pronunciation, cross-cultural issues and pragmatic knowledge. Specific vocabulary will be elicited from texts and materials used in class. Concerning English language usage, students will be provided with supplementary materials both for further training and remedial purposes. Writing techniques will be mainly taught in a deductive way i.e. students will be provided with the theory input needed to carry out the corresponding practical writing activities.	22
Practical classes		Medium group 2 (X)	The linguistic, sociolinguistic and pragmatic knowledge acquired through the theory modules will be put into practice throughout a series of assessable simulations. All	24

Document automatically generated at 1012:33 of 12/12/2018

Syllabus

Modality	Name	Typ. Grp.	Description	Hours
			the activities will be related to tourism specific professional settings at a mid-management stage in which students will get familiar with the language and strategies of meetings and negotiations, human resources management, and quality assurance techniques.	
ECTS tutorials	Group tutorials	Small group (P)	Group tutorials are advisory sessions where students will be encouraged to report on their progress related both to the learning of theory and the acquisition of practical skills.	10
Assessment	Oral exam	Small group (P)	Students oral competence will be tested through a series of simulations. Simulation 1(Meetings) will be performed in groups of 4-6 students and each student's performance will be assessed individually. Simulation 2 (Job Interview) will be performed individually before the examiner. Students missing any of the exams mentioned above will be allowed to re-sit them provided the reasons for their absence comply with the criteria established by the Facultat de Turisme.	2
Assessment	Written exam	Medium group 2 (X)	A written exam wil assess the students' achievement of the course objectives regarding their reading, listening, and writing skills together with their knowledge of specific vocabulary Students missing any of the exams mentioned above will be allowed to re-sit them provided the reasons for their absence comply with the criteria established by the Facultat de Turisme.	2

At the beginning of the semester a schedule of the subject will be made available to students through the UIBdigital platform. The schedule shall at least include the dates when the continuing assessment tests will be conducted and the hand-in dates for the assignments. In addition, the lecturer shall inform students as to whether the subject work plan will be carried out through the schedule or through another way included in the Aula Digital platform.

Distance education tasks (3.6 credits, 90 hours)

Modality	Name	Description	Hours
Individual self-study	Language skills learning tasks	Working with supplementary material to reinforce the acquisition of the techniques and language skills needed to perform successfully in practical activities.	45
Group self-study	Preparatory work for simulations	Students will be given input both on language items and specific content knowledge so that they can rehearse a specific role to be played at the scheduled simulation sessions. Students will be asked to write the necessary documents for preparing simulated meetings.	45

Date of publication: 18/07/2018

Document automatically generated at 1012:33 of 12/12/2018

Syllabus

Specific risks and protective measures

The learning activities of this course do not entail specific health or safety risks for the students and therefore no special protective measures are needed.

Student learning assessment

Grading criteria:

1) Students need to pass both the written exam and the oral exams.

Frau en elements d'avaluació

In accordance with article 33 of Academic regulations, "regardless of the disciplinary procedure that may be followed against the offending student, the demonstrably fraudulent performance of any of the evaluation elements included in the teaching guides of the subjects will lead, at the discretion of the teacher, a undervaluation in the qualification that may involve the qualification of "suspense 0" in the annual evaluation of the subject".

Oral exam

Modality	Assessment
Technique	Oral tests **(retrievable)**
Description	Students oral competence will be tested through a series of simulations. Simulation 1(Meetings) will be performed in groups of 4-6 students and each student's performance will be assessed individually. Simulation 2 (Job Interview) will be performed individually before the examiner. Students missing any of the exams mentioned above will be allowed to re-sit them provided the reasons for their absence comply with the criteria established by the Facultat de Turisme.
Assessment criteria	Simulation 1: Meeting Simulation (30%)
	Simulation 2: Job Interview (10%)
	Students must perform successfully in at least 50% of their oral participation in simulations.

Final grade percentage: 40%

Written exam

Modality	Assessment
Technique	Objective tests **(retrievable)**
Description	A written exam wil assess the students' achievement of the course objectives regarding their reading, listening, and writing skills together with their knowledge of specific vocabulary Students missing any of the

Date of publication: 18/07/2018

Document automatically generated at 1012:33 of 12/12/2018

Syllabus

exams mentioned above will be allowed to re-sit them provided the reasons for their absence comply with the criteria established by the Facultat de Turisme.

Assessment criteria Final written exam : Students must successfully complete 60% of the exam.

Final grade percentage: 60%

Resources, bibliography and additional documentation

Basic bibliography

CLASS BOOK:

Walker, R and Harding, K. (2009): Tourism 3. Oxford, Oxford University Press.

Complementary bibliography

SUGGESTED GRAMMARS:

Duckworth, M. (2003): Business Grammar & Practice. Oxford, Oxford University Press.

Strutt, P. (1992): Longman Business English Usage. Harlow, Pearson Education Ltd.

Swan, M. y Walter, C. (1997): How English Works. A Grammar Practice Book with Answers. Oxford, Oxford University Press.

Vince, M. (2003): Advanced Language Practice with Key. Oxford, Macmillan Publishers Ltd.

Swan, M. (1980,1995): Practical English Usage. Oxford, Oxford University Press.

Thomson, A.J. y Martinet, A. V. (1986). A Practical English Grammar. 4ª Ed. Oxford, Oxford University Press.

Yule, G. (2006): Oxford Practice Grammar Advanced. Oxford, Oxford University Press

SUGGESTED DICTIONARIES:

Gran Diccionario Larousse. Español-Inglés/Inglés-Español

Collins Cobuild English Language Dictionary.

Alcaráz Varó, E. y otros (2000): Diccionario de términos de turismo y de ocio. Inglés-Español/Spanish-English. Barcelona, Ariel Referencia.

Castelo Montero, M. (2003): Diccionario comentado de términos finacieros ingleses de uso frecuente en español. La Coruña, Netbiblo. S.L

ENGLISH FOR PROFESSIONAL PURPOSES

Brook-Hart, G. (2006): Business Benchmark Upper-intermediate. Cambridge, Cambridge University Press

Downes,C.(2008): Cambridge English for Job-hunting. Cambridge, Cambridge University Press

Thompson, K. (2007): English for Meetings. Oxford, Oxford University Press

Robinson, N. (2010): Cambridge English for Marketing. Cambridge, Cambridge University Press.

Date of publication: 18/07/2018

Document automatically generated at 1012:33 of 12/12/2018