

## Syllabus

### Subject

<b>Subject / Group</b>	20518 - English III / 36
<b>Degree</b>	Degree in Tourism - Third year
<b>Credits</b>	6
<b>Period</b>	First semester
<b>Language of instruction</b>	English

### Professors

Lecturers	Office hours for students					
	Starting time	Finishing time	Day	Start date	End date	Office / Building
Aura Iris Canet Alibau <a href="mailto:aura.canet@uib.es">aura.canet@uib.es</a>						You need to book a date with the professor in order to attend a tutoring session.

### 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 Framework 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 Organisations, quality (quality standards and quality assurance techniques: dealing with complaints); human resources management (job-hunting and job interviews in the tourism sector).

### Requirements

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### Recommended

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

### Skills

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#### 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 tourism 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 a 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

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#### Range of topics

##### Unit 1. Tourism managers

- 1.1 Analysing different sectors of Tourism
- 1.2 Managing Tourism
- 1.3 Managing Tour Operator
- 1.4 Preliminary meeting arrangements
- 1.5 Planning an agenda

##### Unit 2. NTOs

- 2.1 The role of NTOs
- 2.2 Attending Trade Fairs: a stand at a Trade Fair

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2.3 The Language of Meetings1: chairing and running a meeting

2.4 Writing an Agenda

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. Human resources Management

4.1 The Structure of a hotel trade

4.2 Hotel Organization chart

4.3 Job interviews and selection process 1

4.4 Writing a personal statment or cover letter

4.5 communication skills- Meetings & Interviews

Unit 5. The Impacts of tourism

5.1. Advantages and disadvantages of developing tourism: economic, environmental.

5.2. The language of meetings 2: turn-taking, summarising and closing. Follow-up

5.3. Writing minutes

Unit 6. Quality in tourism

5.1. Quality assurance techniques

5.2. Dealing with complaints

5.3. Letters of apology

## Teaching methodology

In-class work activities (1.8 credits, 45 hours)

Modality	Name	Typ. Grp.	Description	Hours
Theory classes		Large group (G)	The course methodological approach integrates theory and practice of the language and combines both inductive and deductive learning techniques. Theory contents will cover the teaching/learning of the theoretical background needed to attain 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 that will enable students to perform successfully at managerial level.	18



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Modality	Name	Typ. Grp.	Description	Hours
			The use of English, pronunciation and reading techniques will be taught in an inductive way, i.e. students will work out the rules from their experience of using and being exposed to the language. Likewise, specific vocabulary will be elicited from texts and materials used in class or through brainstorming activities. Concerning grammar, students will be provided with supplementary materials both for further training and remedial purposes. Familiarity with the genre and domain of tourism specific text types will be achieved both inductively (in the practical sessions) and deductively (in the theory sessions). On the other hand, 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 concerning the specific text types learnt in the course. Sociolinguistic and pragmatic competence as well as cross-cultural awareness will be partially approached from a theoretical standpoint though these competences will be more extensively developed in the practical classes. Exposure to the language will be reinforced by using the English language as the medium of instruction.	
Practical classes		Medium group 2 (X)	<p>The linguistic, sociolinguistic and pragmatic knowledge acquired through the theory modules will be put into practice throughout a series of assessable simulations. All 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. All activities will be designed to integrate the four skills: reading, writing, speaking and listening; and students will be expected to use the specific vocabulary, and be able to identify the text-types which are relevant to every professional setting and communicative function. Regarding sociolinguistic competence, interpersonal and cross-cultural skills, students will be exposed to authentic language and made aware of language appropriateness and behaviour in every professional setting. Practical sessions will also foster pragmatic competence by progressively increasing the complexity of discourse structure and the functional range of the tasks to be carried out either individually or in group. English will be used as a medium of instruction and students will be encouraged to use English for classroom interaction.</p> <p>Simulation workshops:</p> <p>Students will work in small groups of 4-6 to take part in simulation tasks. Here, they will be asked to use the language and content input given in class and perform various professional roles at mid-management level in 3 basic settings (scenarios) and 6 key tasks:</p> <p>Setting 1: management team meetings.</p> <p>Setting 2: contracting i.e. negotiations with other companies.</p> <p>Setting 3: Personnel selection board.</p>	17

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Modality	Name	Typ. Grp.	Description	Hours
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.	5
Assessment	Oral exam	Small group (P)	<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.</p> <p>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, which are as follows:</p> <p>Crterios para permitir la recuperaci3n en los per3odos de evaluaci3n complementaria de actividades de evaluaci3n continua no realizadas:</p> <ul style="list-style-type: none"> <li>- Enfermedad: necesidad presentaci3n informe m3dico de seguro privado, seguridad social o de la UIB</li> <li>- Defunci3n de familiar: ascendente o descendente en l3nea recta o hermanos</li> <li>- Obligada asistencia a un juicio o citaci3n de tribunal</li> </ul> <p>En todos los casos la circunstancia debe coincidir con la fecha de la actividad de tal manera que la imposibilite.</p>	2.5
Assessment	Written exam	Medium group 2 (X)	<p>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</p> <p>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, which are as follows:</p> <p>Crterios para permitir la recuperaci3n en los per3odos de evaluaci3n complementaria de actividades de evaluaci3n continua no realizadas:</p> <ul style="list-style-type: none"> <li>- Enfermedad: necesidad presentaci3n informe m3dico de seguro privado, seguridad social o de la UIB</li> <li>- Defunci3n de familiar: ascendente o descendente en l3nea recta o hermanos</li> <li>- Obligada asistencia a un juicio o citaci3n de tribunal</li> </ul> <p>En todos los casos la circunstancia debe coincidir con la fecha de la actividad de tal manera que la imposibilite.</p>	2.5

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 (4.2 credits, 105 hours)

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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.	65
Group self-study	Preparatory work for simulations	<p>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.</p> <p>Students will be asked to write the necessary documents for preparing simulated meetings.</p>	40

### 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

#### 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 ( <b>retrievable</b> )
Description	<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, which are as follows: Criterios para permitir la recuperación en los períodos de evaluación complementaria de actividades de evaluación continua no realizadas: - Enfermedad: necesidad presentación informe médico de seguro privado, seguridad social o de la UIB - Defunción de familiar: ascendente o descendente en línea recta o hermanos - Obligada asistencia a un juicio o citación de tribunal En todos los casos la circunstancia debe coincidir con la fecha de la actividad de tal manera que la imposibilite.</p>
Assessment criteria	<p>Simulation 1: Meeting Simulation (20%)</p> <p>Simulation 2: Job Interview (20%)</p> <p>Students must perform successfully in at least 50% of their oral participation in simulations.</p>

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Final grade percentage: 40%with a minimum grade of 5

### Written exam

Modality	Assessment
Technique	Objective tests ( <b>retrievable</b> )
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 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, which are as follows: Criterios para permitir la recuperaci3n en los periodos de evaluaci3n complementaria de actividades de evaluaci3n continua no realizadas: - Enfermedad: necesidad presentaci3n informe m3dico de seguro privado, seguridad social o de la UIB - Defunci3n de familiar: ascendente o descendente en l3nea recta o hermanos - Obligada asistencia a un juicio o citaci3n de tribunal En todos los casos la circunstancia debe coincidir con la fecha de la actividad de tal manera que la imposibilite.
Assessment criteria	Final written exam : Students must successfully complete 60% of the exam.

Final grade percentage: 60%with a minimum grade of 6

## 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. 4<sup>a</sup> Ed. Oxford, Oxford University Press.

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

SUGGESTED DICTIONARIES:

Gran Diccionario Larousse. Espa3ol-Ingl3s/Ingl3s-Espa3ol

Collins Cobuild English Language Dictionary.

Alcar3z Var3, E. y otros (2000): Diccionario de t3rminos de turismo y de ocio. Ingl3s-Espa3ol/Spanish-English. Barcelona, Ariel Referencia.

Castelo Montero, M. (2003): Diccionario comentado de t3rminos financieros ingleses de uso frecuente en espa3ol. La Coru3a, 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





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

