

## Syllabus

### Subject

<b>Subject / Group</b>	20502 - English I / 9
<b>Degree</b>	Double Degree in Economics and Tourism (2015) - First year Double Degree in Business Administration and Tourism - First year Double Degree in Economics and Tourism - Second year Degree in Tourism - First year
<b>Credits</b>	6
<b>Period</b>	2nd semester
<b>Language of instruction</b>	English

### Professors

Lecturers	Office hours for students					
	Starting time	Finishing time	Day	Start date	End date	Office / Building
Matilde Roca Telleria <i>Responsible</i> <a href="mailto:matilde.roca@uib.es">matilde.roca@uib.es</a>	10:00	11:00	Monday	09/09/2019	20/12/2019	Despatx 5, segon pis, Edifici Lluís Salvador
	10:00	11:00	Monday	17/02/2020	05/06/2020	Despatx 5, segon pis, Edifici Lluís Salvador

### Context

#### Anglès I

*Anglès I* 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 I* (i.e. English for Tourism I), 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 I* will deal with the language needed to provide customer service and tourist information at intermediate level in the following professional settings: hotels, tourist information centres, and airports.

### Requirements

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### Recommended

Students must have achieved a B1 level of proficiency (as determined in the Common European Framework of Reference for Languages) in English as a Foreign Language in their post-obligatory secondary education.

### 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-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. The tourism industry
  - 1.1.- Tourism sectors.
  - 1.2.- Jobs and careers.
- Unit 2. Travel agencies 1: The sales process
  - 2.1.- The role of travel agencies in the distribution channel.
  - 2.2.- Services and products.
  - 2.3.- Selling techniques.
- Unit 3. Travel agencies 2: Bookings
  - 3.1.- Taking a booking.

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- 3.2.- Booking terms and conditions.
- 3.3.- Business communication skills 1: Telephoning techniques.
- 3.4.- Business communication skills 2: Confirming a booking.

### Unit 4. Means of transport

- 6.1.- Describing and comparing types of transport.
- 6.2.- Giving timetable information.

### Unit 5. Air travel

- 5.1.- Trends in the airline industry.
- 5.2.- Types of airlines.

### Unit 6. Airports

- 6.1.- Airport procedures.
- 6.2.- Incidents and complaints.

### Unit 7. Tourist destinations

- 7.1.- Destination features.
- 7.2.- Reasons for travel and customer profiles.

### Unit 8. Accommodation

- 8.1.- Types of accommodation.
- 8.2.- Facilities and services.
- 8.3.- Check-in and check-out.

### Unit 9. Applying for jobs

- 9.1. Business communication skills 3: Letters of application.
- 9.2. Business communication skills 4: CVs.

## Teaching methodology

Introduction

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

Modality	Name	Typ. Grp.	Description	Hours
Theory classes	Theory	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	22



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Modality	Name	Typ. Grp.	Description	Hours
			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.	
Practical classes	Professional skills practice	Medium group 2 (X)	The linguistic, sociolinguistic and pragmatic knowledge acquired through the theory modules will be put into practice throughout a series of task-based activities comprising role plays, simulations, pair-work tasks, and debates. All the activities will be related to tourism specific professional settings at a provision stage. 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. English will be used as a medium of instruction and students will be encouraged to use English for classroom interaction.	24
ECTS tutorials	Group tutorials	Medium group 2 (X)	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.	9
Assessment	Assessment	Medium group 2 (X)	Students will be assessed through both written and oral exams. Students missing any of the exams will be allowed to re-sit them provided the reasons for their absence comply with the criteria established by the <i>Facultat de Turisme</i> .	4
Assessment	Oral skills assessment	Medium group 2 (X)	Oral skills will be assessed. Oral exams will be sat both individually and in pairs.	1

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	Working on theory contents	Learning and revising theory. Completing assignments related to the theory items taught in class.	37
Individual self-study	Progress assessment tasks	Essays and exercises will be assigned as homework to be assessed and corrected in class.	23
Group self-study	Preparatory work for practice sessions	Preparing the activities to be carried out before the class.	30

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### 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

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#### Frau en elements d'avaluació

In accordance with article 33 of Regulation of academic studies, "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".

#### Theory

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Modality	Theory classes
Technique	Observation techniques ( <b>non-retrievable</b> )
Description	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.
Assessment criteria	Active participation and regular attendance will be taken into account.
Final grade percentage:	0%

#### Professional skills practice

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Modality	Practical classes
Technique	Short-answer tests ( <b>non-retrievable</b> )
Description	The linguistic, sociolinguistic and pragmatic knowledge acquired through the theory modules will be put into practice throughout a series of task-based activities comprising role plays, simulations, pair-work tasks, and debates. All the activities will be related to tourism specific professional settings at a provision stage. 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. English will be used as a medium of instruction and students will be encouraged to use English for classroom interaction.
Assessment criteria	1 Mid-term test (10%).
Final grade percentage:	10%

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### Group tutorials

Modality	ECTS tutorials
Technique	Observation techniques ( <b>non-retrievable</b> )
Description	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.
Assessment criteria	Students will be encouraged to self-assess their work and report to the class on their learning progress. Learning methods and learning needs will be discussed with peers and the teacher.

Final grade percentage: 0%

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### Assessment

Modality	Assessment
Technique	Objective tests ( <b>retrievable</b> )
Description	Students will be assessed through both written and oral exams. Students missing any of the exams 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 (60%). Students must successfully complete 60% of the total in order to pass this exam.

Final grade percentage: 60%

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### Oral skills assessment

Modality	Assessment
Technique	Oral tests ( <b>retrievable</b> )
Description	Oral skills will be assessed. Oral exams will be sat both individually and in pairs.
Assessment criteria	Final oral exam (30%). Students must get a minimum of 50% of the total mark in order to pass this exam. Regular attendance and motivation will be taken into account

Final grade percentage: 30%

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### Working on theory contents

Modality	Individual self-study
Technique	Self-assessment systems ( <b>non-retrievable</b> )
Description	Learning and revising theory. Completing assignments related to the theory items taught in class.
Assessment criteria	

Final grade percentage: 0%

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### Progress assessment tasks

Modality	Individual self-study
Technique	Other methods ( <b>non-retrievable</b> )
Description	Essays and exercises will be assigned as homework to be assessed and corrected in class.
Assessment criteria	

Final grade percentage: 0%

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### Preparatory work for practice sessions

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Modality	Group self-study
Technique	Real or simulated task performance tests ( <b>non-retrievable</b> )
Description	Preparing the activities to be carried out before the class.
Assessment criteria	
Final grade percentage:	0%

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### Resources, bibliography and additional documentation

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#### Basic bibliography

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Walker, R. and Harding, K. (2010): *Tourism 1*. Oxford: Oxford University Press.  
Prodromou, Luke (2012): *Grammar and Vocabulary for Cambridge First*. 2nd Edition. Harlow: Pearson Education Ltd.

#### Complementary bibliography

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*Collins Cobuild English Language Dictionary*.  
Chapman, R. (2007). *English for e-mails*. Oxford: Oxford University Press.  
Gordon, D. (2007). *English for Telephoning*. Oxford: Oxford University Press.  
Gran Diccionario Larousse. Español-Inglés / Inglés- Español.  
Mascull, B. (2010): *Business Vocabulary in Use. Elementary to Pre-intermediate*. Cambridge University Press.  
Mascull, B. (2010): *Business Vocabulary in Use. Intermediate*. Cambridge University Press.  
McCarthy, M. et al. (2009): *Grammar for Business*. Cambridge: Cambridge University Press.  
Swan, M. (1980,1995). *Practical English Usage*. Oxford: Oxford University Press.

