



COURSE DATA

Data Subject

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|---------------|--|
| Code | 35119 |
| Name | Communication in the English language for tourism II |
| Cycle | Grade |
| ECTS Credits | 6.0 |
| Academic year | 2021 - 2022 |

Study (s)

| Degree | Center | Acad. year | Period |
|---|----------------------|------------|------------|
| 1317 - Degree in Tourism | Faculty of Economics | 2 | First term |
| 1926 - D.D. in Tourism-Business Management Administration | Faculty of Economics | 2 | First term |

Subject-matter

| Degree | Subject-matter | Character |
|---|----------------------------------|------------|
| 1317 - Degree in Tourism | 17 - Professional English | Obligatory |
| 1926 - D.D. in Tourism-Business Management Administration | 3 - Asignaturas de segundo curso | Obligatory |

Coordination

| Name | Department |
|-------------------------|--------------------------|
| MONTAÑES BRUNET, ELVIRA | 155 - English and German |

SUMMARY

The subject, **Communication in English for Tourism II**, is a basic subject belonging to the module "Foreign Languages Applied to Tourism". It is taught in the first semester of the second year in the degrees in Tourism and TADE and it is followed in the third year with the subject **Communication in English for Tourism III**. It also offers a fourth level, the optional subject, **Intercultural Communication in English for Tourism**.

Communication in English for Tourism II may be considered as a tool for communication, as well as the other foreign language courses offered in the degree. This instrumental character, together with the obvious need for specific communication in English, with foreign tourists, makes the subject an essential tool for effective professional performance of multiple tasks within the tourism sector.



Being able to communicate in various foreign languages is a must for future tourism professionals in the workplace. English is undoubtedly the international language par excellence; likewise, it is the language most widely spoken by tourists and visitors to the Valencian Community. Therefore, students of Tourism, future tourism professionals, need to be able to communicate fluently in English and at least in another foreign language to extend the possibilities to practice their profession both inside and outside our borders.

The subject, **Communication in English for Tourism II**, is designed so reinforce and expand the specific knowledge introduced in the subject of the previous level, **Communication in the English Language for Tourism I**, as well as the development of communication skills at the corresponding level. This subject reinforces the specialty content (ESP) related to international communication in English within the field of tourism.

PREVIOUS KNOWLEDGE

Relationship to other subjects of the same degree

1317 - Degree in Tourism :

1926 - Doble Grado Turismo y ADE :

R4-OBLIGATION TO HAVE SUCCESSFULLY COMPLETED THE COURSE

35105 - Communication in the English language for tourism I

35105 - Communication in the English language for tourism I

Other requirements

OUTCOMES

1317 - Degree in Tourism

- Have a strong customer service orientation.
- Have communication skills.
- Work in English as a foreign language.
- Work in different socio-cultural environments.
- Show creativity.

LEARNING OUTCOMES

- Oral communication in socio-cultural and professional contexts in the field of tourism.
- Written communication in socio-cultural and professional contexts in the field of tourism.
- Managing interpersonal communication skills in English.
- Knowledge and use of specialized vocabulary.
- Recognition of the peculiarities of tourism services



- Familiarization with the features of tourism discourse and appropriate use in each communicative situation
- Knowledge of the diverse cultures of the countries where the foreign languages and their linguistic varieties are spoken.
- Respect for diversity, cultural, social, racial, gender, and recognition of cultural differences.

DESCRIPTION OF CONTENTS

1. WHAT IS TOURISM?

The history of tourism
Tailor a package

2. GET THE MESSAGE

Advertising and publicity
Improve a media profile

3. HOTEL BRANDING

Brands and branding
Boutique hotels
Creating a bussiness plans

4. SUSTAINABILITY

Ecotourism
Develop an eco-resort

5. COME FLY WITH ME

Airport facilities
Dealing with difficult situations

6. HERITAGE

Describing a heritage site
Working as a tour guide

**7. MANAGING EVENTS**

Event management
Make a festival profitable

8. CAREERS

Applying for a job
Recruit the right person

9. GASTRONOMY

Culinary tourism
Giving feedback

10. RISK

Types of risk
Dealing with crises

WORKLOAD

| ACTIVITY | Hours | % To be attended |
|--|---------------|------------------|
| Classroom practices | 60,00 | 100 |
| Attendance at events and external activities | 5,00 | 0 |
| Development of group work | 20,00 | 0 |
| Development of individual work | 10,00 | 0 |
| Study and independent work | 15,00 | 0 |
| Readings supplementary material | 5,00 | 0 |
| Preparation of evaluation activities | 20,00 | 0 |
| Preparing lectures | 5,00 | 0 |
| Preparation of practical classes and problem | 10,00 | 0 |
| TOTAL | 150,00 | |

TEACHING METHODOLOGY

A communicative methodology is used, based on the communicative interaction in the classroom, in pairs, groups, large group and/or directly with the teacher. Communicative practice occurs in each class in order to achieve effective communication within the professional tourism field. Consequently, the four basic communicative skills, *Listening*, *Speaking*, *Reading* and *Writing* are practiced and developed, at various levels depending on the year.



The students are at the centre of the teaching-learning process and are responsible for their own learning. Thus, autonomous work, both in and out of the classroom, is a fundamental element in their learning process, as well as teamwork, projects and tutorials

EVALUATION

The assessment of the subject will be carried out through the following procedure:

1. **FINAL EXAM (70%): written test (50%) + oral test (20%)**
2. **CONTINUOUS ASSESSMENT (30%): practical activities carried out in the classroom (15%) + course project (15%).**

1. FINAL EXAM (70%)

The **final exam** accounts for 70% of the final grade. It consists of two parts: **written exam** (50%) and **oral exam** (20%).

1.1. The **written exam** consists of two parts: **Part I:** Use of English, Listening and Reading and **Part II:** Writing. It is necessary to obtain a minimum of 50% in each part to pass the written exam.

1.2. The **oral exam** (Speaking) assesses the oral production and interaction skills within the field of tourism and consists of two parts: **Part I:** Production and **Part II:** Interaction. It is necessary to obtain a minimum of 50% in each part to pass the oral exam.

To pass the subject, a minimum of 5 out of 10 must be obtained in each of the parts of both the written and the oral exam. The grades of the sections that have been passed are kept for the second call.

2. CONTINUOUS ASSESSMENT (30%)

Continuous assessment constitutes 30% of the final grade. The aim of continuous evaluation is to monitor and evaluate the individual work of each student through their attendance and active participation in the development of the lessons, delivery of assignments, attendance at tutorials, etc., as well as the degree of acquisition of the skills proposed in each subject. The continuous assessment consists of two parts: **practical activities** (15%) and **course project** (15%).

2.1. Practical activities (15%) carried out by the student, preferably individually, in the classroom and on the date established by the lecturers, to practice and develop the skills of comprehension and expression of oral and written communication, such as writing different types of genres (brochures, essays, emails ...), oral presentations, participation in debates, etc. In order to be able to have the activities that make up the continuous evaluation assessed, these must be presented on the date and in the form that is stipulated for each one of them. The delivery of activities outside the indicated date will not be allowed.

The student who for duly justified cause cannot attend class, or carry out the practical activities carried out in the classroom, may obtain up to 15% of the continuous assessment by carrying out the corresponding practices at the end of the semester, on the date and in the established manner by the lecturer of the subject. Failure to appear will mean that they refuse to aspire to that 15%.



2.2. Course project (15%). This is a long project carried out by the students in groups in the classroom. It is developed throughout the semester, with a weekly / bi-weekly follow-up on the dates established by the lecturers. The aim is to develop transversal skills such as teamwork, creativity, innovation, digital skills and oral expression, among others. Due to the nature of the subject and the characteristics of the work, in which both the process and the product are evaluated, the course project can **only** be submitted by students attending the lessons on a regular basis (80%).

It is an essential condition to have passed the written and oral exams (a minimum of 5 out of 10) to compute the grade obtained in the continuous evaluation. This grade is maintained for the second call.

***Coping in an exam and/or plagiarism is a serious offence which goes against academic honesty; therefore, it will not be tolerated in this subject and may bring about sanctions such as failing the whole subject.**

REFERENCES

Basic

- Strutt, Peter (2013). English for International Tourism. Upper Intermediate. Harlow. Pearson Education Ltd.
- Murphy, R. (20125). English Grammar in Use. Fourth edition (with answers and ebook). Cambridge: Cambridge University Press.

Additional

- Foley, M. & D. Hall (2012). MyGrammarLab. Intermediate. B1/B2. Harlow: Pearson Education Ltd.
- Walker, R. & K. Harding (2009). Tourism 3. Oxford English for Careers. Oxford: Oxford University Press.
- Sweeney, S. (1997). English for Business Communication. Cambridge: Cambridge University Press.

ADDENDUM COVID-19

This addendum will only be activated if the health situation requires so and with the prior agreement of the Governing Council

BLENDED TEACHING MODE (HYBRID)

1. CONTENTS

The contents initially collected in the teaching guide are maintained.



2. WORKLOAD AND PLANNING OF TEACHING

Increased weight of continuous assessment activities (WITHOUT INCREASING STUDENT WORK VOLUME- 60 ECTS = 150 H)

* Sessions programmed according to group and teaching staff. The teaching will be face-to-face, although there may be changes depending on the evolution of the COVID19 pandemic and the indications of the competent authorities, in which case, the students will be informed.

3. TEACHING METHODOLOGY

Theoretical-practical face-to-face classes +

Synchronous / Asynchronous Video Conference (BBC/Teams)

Publication of materials in AV

Recorded presentations

Questionnaires

Discussions at the AV Forum

Tasks by AV

Videoconference tutoring

Others.

4. EVALUATION AND ASSESSMENT

The evaluation system for this subject is divided into the following components (based on percentages that can be adjusted depending on the needs and characteristics of each academic year):

1. Completion of individual and/or group tasks

2. Final exam: written test and oral test.

For the academic year 2020-2021, students who regularly attend class and carry out all the continuous assessment activities will be able to obtain up to 40% of the final grade from these activities and the remaining 60% with the final exam (test written + oral test). It is necessary to pass both parts to pass the subject, obtaining at least 50% of the highest grade.

Students who do not regularly attend class nor carry out continuous assessment activities during the semester, may obtain up to 20% of the final grade from an individual work -which will be delivered and presented on the day of the exam- and the remaining 80% from the final exam (written test + oral test).



The final exam of the subject will be done in person, although there may be changes depending on the evolution of the COVID19 pandemic and the indications of the competent authorities, in which case, the students will be informed.

5. BIBLIOGRAPHY

The recommended bibliography is maintained because it is accessible.