

## 29118 - English for Tourism I

### Información del Plan Docente

<b>Academic Year</b>	2016/17
<b>Academic center</b>	177 - Escuela Universitaria de Turismo
<b>Degree</b>	445 - Degree in Tourism
<b>ECTS</b>	6.0
<b>Course</b>	2
<b>Period</b>	Second semester
<b>Subject Type</b>	Compulsory
<b>Module</b>	---

### **1.Basic info**

#### **1.1.Recommendations to take this course**

#### **1.2.Activities and key dates for the course**

### **2.Initiation**

#### **2.1.Learning outcomes that define the subject**

#### **2.2.Introduction**

### **3.Context and competences**

#### **3.1.Goals**

#### **3.2.Context and meaning of the subject in the degree**

#### **3.3.Competences**

#### **3.4.Importance of learning outcomes**

### **4.Evaluation**

### **5.Activities and resources**

#### **5.1.General methodological presentation**

**The learning process for this subject is based on the following:**

Activities to reinforce the different skills (reading, writing, listening and speaking) to develop the students' competences for their daily and professional life.

Students should be responsible for their own learning process, taking part in class sessions and putting into practice what they have previously learnt, improving and developing their language level.

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### 5.2.Learning activities

The programme, offered to students to help them to achieve the expected results, covers the following activities :

#### **Class sessions**

Theoretical and practical sessions in the classroom to work on concepts, presentations and examples of tasks to be accomplished.

Practical sessions, in and out of the classroom, based on oral and written exercises, roleplaying activities, case studies and search and classification of information using audiovisual and online resources.

Tutorials to help students to solve problems and difficulties in relation with the subject.

#### **Self-study**

Individual or teamwork preparation (study of appropriate vocabulary, pronunciation, grammatical structures, search of data from many different sources) for classroom presentations, written or oral exams.

### 5.3.Program

This programme consists of a number of modules outlined below:

#### **1.- Working at the Front Desk**

- a) welcoming and helping guests.
  
- b) dealing with different kinds of people and different cultures.
  
- c) informing guests about the hotel, rooms, facilities and services.

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d) reservations & check in

e) telephone language: booking, taking messages, dealing with problems.

f) letters and emails.

### 2.- Information

a) giving directions (in & out of the hotel)

b) giving advice and information on local attractions and events.

c) a guided visit

### 3.- Checking out

a) rates, bills and methods of payment.

## 5.4.Planning and scheduling

The sessions will be scheduled following the academic calendar and the subject timetable.

There will be 4 theoretical-practical sessions per week. The topics in the program will be used to reinforce the use of the four skills: writing , speaking, listening and reading.

Tutorials will be organised according to timetables, once the academic year has started.

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Oral and written activities will take place when indicated by the teacher, being necessary the continuous effort of the student along the semester. The activities will be evaluated taking into consideration: the presentation, previous preparation, contents and the accuracy in the use of the language (specific vocabulary and grammatical structures) studied in each topic.

### **5.5. Bibliography and recommended resources**