

## 29118 - English for Tourism I

### Syllabus Information

**Academic Year:** 2019/20

**Subject:** 29118 - English for Tourism I

**Faculty / School:** 177 -

**Degree:** 445 - Degree in Tourism

**ECTS:** 6.0

**Year:** 2

**Semester:** Second semester

**Subject Type:** Compulsory

**Module:** ---

#### 1.General information

##### 1.1.Aims of the course

##### 1.2.Context and importance of this course in the degree

##### 1.3.Recommendations to take this course

#### 2.Learning goals

##### 2.1.Competences

##### 2.2.Learning goals

##### 2.3.Importance of learning goals

#### 3.Assessment (1st and 2nd call)

##### 3.1.Assessment tasks (description of tasks, marking system and assessment criteria)

#### 4.Methodology, learning tasks, syllabus and resources

##### 4.1.Methodological overview

**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.

##### 4.2.Learning tasks

**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.

### 4.3.Syllabus

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.
- 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.

### 4.4.Course planning and calendar

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 programme 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.

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 accuracy in the use of the language (specific vocabulary and grammatical structures) studied in each topic.

#### 4.5. Bibliography and recommended resources

[http://biblos.unizar.es/br/br\\_citas.php?codigo=29118&year=2019](http://biblos.unizar.es/br/br_citas.php?codigo=29118&year=2019)