

Year : 2018/19

29120 - English for Tourism II

Syllabus Information

Academic Year:	2018/19
Subject:	29120 - English for Tourism II
Faculty / School:	177 -
Degree:	445 - Degree in Tourism
ECTS:	6.0
Year:	3
Semester:	First semester
Subject Type:	Compulsory
Module:	---

General information

Aims of the course

Context and importance of this course in the degree

Recommendations to take this course

Learning goals

Competences

Learning goals

Importance of learning goals

Assessment (1st and 2nd call)

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

Methodology, learning tasks, syllabus and resources

Methodological overview

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

Activities to reinforce the students' skills (reading, writing, listening and speaking). These activities will include: reading of specialized texts, writing, listening, debates and oral presentations.

Students should be responsible for their own learning process, for the acquisition, improvement and development of their competences.

Learning tasks

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

Theoretical and practical sessions in the classroom to work on grammatical structures and lexicon.

Practical sessions to debate, comment and consult general and specific topics, related to the programme.

Group sessions for power point presentations.

Activities and practical tasks in the classroom, along the semester.

Syllabus

This programme consists of a number of modules outlined below:

- 1.- The language of courtesy and politeness.
- 2.- Offering solutions to guests' problems. Apologising.
- 3.- Dealing with complaints on the phone.
- 4.- Introduction to business letters/Enquiries/Apologies.
- 5.- Tourist Information Centres and tourist guides: guided visits, describing monuments, giving information on accommodation, sights and transport.
- 6.- Tour operators and travel agents: planning a travel itinerary.

Course planning and calendar

The sessions for the activities, along the semester, will be scheduled according to the academic calendar and the first- semester timetable. Students will be informed for the presentation and accomplishment of the tasks and in-classroom activities.

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

Bibliography and recommended resources

