

Bachelor Degree in Tourism and Hospitality Management

Teaching guide

The subjects related to English, French or German languages in the Bachelor Degree in Hotel and Tourism Management are organized in small groups based on different levels. Next, the academic guides of the different levels are listed.

Grado en Gestión Turística y Hotelera

Guía académica

Las asignaturas de los idiomas de inglés, francés y alemán del Grado en Gestión Turística y Hotelera se organizan en grupos reducidos agrupados por niveles. A continuación, se adjuntan las guías académicas de los diferentes niveles



Bachelor Degree in Tourism and Hospitality Management

Academic Year: 2019-2020

Teaching guide

Area: English language

Subject: English language I-1s

Period: Semester 1

Lecturers:

Ms. Miriam Smith

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MODULE: LANGUAGES

AREA: ENGLISH LANGUAGE

SUBJECT: ENGLISH LANGUAGE I-1S

CODE: BA1ING-I

LANGUAGE: ENGLISH

YEAR: 1

PERIOD: SEMESTER 1

CREDITS: 3 ECTS

1. Subject objectives

This course aims to consolidate and improve students' general level of English at C1 level and to encourage them to express themselves proficiently through the use of authentic listenings from respected thinkers. Concentrating on communication, collaboration and creative thinking the course aims to drive students towards 21st century outcomes and encourages students to express their own opinions and find their own voices to be able to communicate with new ideas and creativity in the world of tourism.

2. Competencies developed

Basic

B01 - Be able to acquire, understand and structure knowledge.

B02 - Be able to apply knowledge.

General

G06 - Interpersonal Empathy/Comprehension: understands other people's emotions, understands their points of view and is genuinely interested in their concerns.

G07 - Team work and collaboration: Cooperates actively and jointly in achieving common objectives.

G09 - Sensitivity and intercultural awareness: understands and interprets the influence of culture on the values and behaviours of individuals and organizations.

Specific

E21 - Know the specific vocabulary of the different areas of the tourism sector in at least two foreign languages.

3. Content

Session 1: Introduction to course, evaluation system and guidelines. Pair work and group discussions .
Related material: Material provided on moodle.

Session 2: Unit 1. Necessities. Authentic Listening. Pronunciation. . Related material: Lewis, L., Dummett, P., Stephenson, H., (2015), Keynote Advanced Student´s Book, Cengage Learning.

Session 3: Unit 1.1 Critical thinking. Using props. Ted Talk. Less stuff, more happiness. . Related material: Lewis, L., Dummett, P., Stephenson, H., (2015), Keynote Advanced Student´s Book, Cengage Learning.

Session 4: News of the Day. Unit 1.2. Luxury or necessity? The perfect aspect. . Related material: Lewis, L., Dummett, P., Stephenson, H., (2015), Keynote Advanced Student´s Book, Cengage Learning.

Session 5: News of the Day. Unit 1.3. Reading comprehension. Prefixes and suffixes. . Related material: Lewis, L., Dummett, P., Stephenson, H., (2015), Keynote Advanced Student´s Book, Cengage Learning.

Session 6: News of the Day. Ted Talk: Happy Maps. Introduction and guidelines for Group Project. Vocabulary related to travel and tourism. . Related material: Lewis, L., Dummett, P., Stephenson, H., (2015), Keynote Advanced Student´s Book, Cengage Learning.

Session 7: News of the Day. Unit 2. Image and Identity. Authentic listening. Dealing with accents. . Related material: Lewis, L., Dummett, P., Stephenson, H., (2015), Keynote Advanced Student´s Book, Cengage Learning.

Session 8: News of the Day. Unit 2.1. Critical thinking. Constructing an argument. . Related material: Lewis, L., Dummett, P., Stephenson, H., (2015), Keynote Advanced Student´s Book, Cengage Learning.

Session 9: News of the Day. Unit 2.2. Amounts and comparisons. Evaluating data. . Related material: Lewis, L., Dummett, P., Stephenson, H., (2015), Keynote Advanced Student´s Book, Cengage Learning.

Session 10: News of the Day. Unit 2.3 and 2.4. Reading comprehension. Making suggestions and giving feedback. . Related material: Lewis, L., Dummett, P., Stephenson, H., (2015), Keynote Advanced Student´s Book, Cengage Learning.

Session 11: News of the Day. Techniques for pitching an idea. Review. . Related material: Material on moodle.

Session 12: Group Project. Students make presentations in pairs. . Related material: Material provided on moodle.

4. Teaching methodology

Practical Exercises. Performing exercises on the material that you work on in the subject area, supervised by the lecturer, that can be done individually or in groups, whose monitoring can either be done through virtual environments or in person.

Plenary Lectures. Reading proposals aimed at broadening and strengthening the information and content of the subject material.

Finding information and preparation and organization of material. Students use research skills to

find relevant information and organize this material for study purposes.

Self-study or Study Groups. Students perform work individually or in groups from the knowledge they acquire in this area.

Role-plays. Real life situations in which students take on the roles of people and recreate the situation designed by the lecturer.

5. Assessment activities

Regular examination call

- **Partial Exam 1 - Reading (Oct, 08/2019)**

Academic Work (Individual - 10%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G7, G9, E21

- **Partial Exam 2 - Listening Comprehension (Oct, 29/2019)**

Academic Work (Individual - 10%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Partial Exam 3 - Writing a report and an e-mail (Nov, 26/2019)**

Academic Work (Individual - 10%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Homework during the semester (Nov, 26/2019)**

Academic Work (Individual - 10%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **News of the Day (Nov, 26/2019)**

Academic Work (Individual - 5%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Vocabulary (Nov, 26/2019)**

Academic Work (Individual - 5%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Group project - Oral presentation and report (Dec, 03/2019)**

Academic Work (Group - 10%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G7, G9, E21

- **Grammar and Vocabulary (Dec, 17/2019)**

Final exam (Individual - 8%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Oral exam (Dec, 17/2019)**

Final exam (Individual - 8%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Listening comprehension (Dec, 17/2019)**

Final exam (Individual - 8%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Reading comprehension (Dec, 17/2019)**

Final exam (Individual - 8%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Writing (Dec, 17/2019)**

Final exam (Individual - 8%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

In order to pass this subject, the minimum mark for academic work (60%) which includes the assessments and the group project and the final exam (40%) must be 5 or above. Students who have not attended a minimum of 70% of classes throughout the semester will not be eligible to take the final exam in the first sitting.

Students can be moved to a different level group (up or down) within the first two weeks.

The final exam is divided into two sections: the oral exam and the written exam which comprises reading comprehension, listening comprehension, writing and both sections must be completed in order for the student to be evaluated.

If a student does not take the oral exam but passes the written exam, the average will not be calculated and the student will be given (NP) and the mark for the written paper will be carried to the retake session, and vice versa.

If a student does not achieve a minimum of 5 in either of the evaluation activities (academic work / or final exam) the average will not be calculated and the failed activities will be recuperated in the retake

sitting. The student will be given the lower of the two marks. If a student fails academic work they will have to complete a portfolio of activities to be handed in on the day of the retake exam.

Students who pass the subject with 5 or above at C1 level will be awarded 5% extra on their final mark.

Resit examination call

- **Students will be assessed on C1 language skills. (Jan, 14/2020)**

Final exam (Individual - 50%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Students will be assessed on C1 language skills in a portfolio of material covering listening, writing, reading and grammar/vocabulary. (Jan, 14/2020)**

Academic Work (Individual - 50%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

In order to pass this subject, the minimum mark for academic work (50%) and the final exam (50%) must be 5 or above. Students who have not attended a minimum of 70% of classes throughout the semester, will not be eligible to take the final exam in the first sitting.

The final exam is divided into two sections: the oral exam and the written exam which comprises reading comprehension, listening comprehension, Use of English and writing and both sections must be completed in order for the student to be evaluated.

If a student does not take the oral exam but passes the written exam, the average will not be calculated and the student will be given (NP) and the mark for the written paper will be carried to the retake session, and vice versa.

If a student does not achieve a minimum of 5 in either of the evaluation activities (academic work / or final exam) the average will not be calculated and the failed activities will be recuperated in the retake sitting. The student will be given the lower of the two marks. If a student fails academic work they will have to complete a portfolio of activities to be handed in on the day of the retake exam.

Students who pass the subject with 5 or above at CPE level will be awarded 10% extra.

There will be a 2 week trial period at the beginning of the academic year, for students in the C1 level, after which the student is enrolled in the level, and no changes will be permitted after this point.

Repeating students without attendance: regular examination call

- **Students will be assessed on C1 language skills in a portfolio of material covering listening, writing, reading and grammar/vocabulary.**

Academic Work (Individual - 30%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Students will be assessed on C1 language skills.**

Final exam (Individual - 70%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

In order to pass this subject the minimum mark for both academic work and the final exam is 5.

Academic Work: Students will have to complete a portfolio of activities which must be handed in on the day of the retake exam. The maximum mark for the portfolio and the final exam is 6/10.

The Coordinator will assign a teacher to each student. The teacher will contact the student at the beginning of the semester to hand out the academic work and to inform the student about the details of the final exam.

The final exam is divided into two sections: the oral exam and the written exam (which comprises reading comprehension, listening comprehension, Use of English and a piece of writing) both of which must be completed in order for the student to be evaluated.

If a student does not take the oral exam but passes the written paper, the average will not be calculated and the student will be given (NP) and the mark for the written paper will be carried to the retake session, and vice versa.

Repeating students without attendance: resit examination call

- **Final exam (Individual - 70%)**

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Academic Work (Individual - 30%)**

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

In order to pass this subject the minimum mark for academic work (30%) and the final exam (70%) is 5.

The student must retake the sections which were not presented or those failed (academic work and/or final exam).

Academic work will be retaken by the student handing in a portfolio of exercises, the details of which will be communicated to the student by the relevant teacher. The maximum mark for the portfolio and the final exam is 6/10.

In the case that the student does not attend the re-sit examination or achieve the minimum mark in either of the parts (final exam and/or academic work) the average will not be calculated and the student will fail the subject.

Follow-up meetings

Week 3 (Oct, 01/2019), 11.30

Week 7 (Oct, 29/2019), 11.30

Week 11 (Nov, 26/2019), 11.30

6. Bibliography

Mandatory readings

Dummet, P., Lansford, L., Stephenson, H., (2015) Keynote Advanced Student's book, Cengage Learning. See chapters/pages 1 - 2

Recommended readings

Hewings, M. Advanced Grammar in Use Third Edition, Cambridge. Cambridge University Press, 2013 See chapters/pages The entire book

Lieberman, Karen and Bruce (2005) Ethics in the Tourism and Hospitality Industry Educational Institute American Hotel & Lodging Association

Link to grammar exercises <https://www.test-english.com/grammar-points/>

"El País" in English and The Guardian newspaper on line.

Beelinguapp - uses audiobooks to help you learn different languages. You just have to listen to stories and novels in the language you want to learn and side by side read the text in your native language. Audiobooks lovers will surely love this app as they can listen to audiobooks of their interest and at the same time learn a new language.

Duolingo app - practise your vocabulary with this interactive app.

7. Lecturer/s

Ms. Miriam Smith - miriam.smith@htsi.url.edu

Contact hour: By appointment only

B.A. in Modern Languages from Oxford University and Diploma in TEFL (distinction). Miriam spent many years teaching at ESADE in the undergraduate Law and BBA program as well as on the MBA and executive English program. She has extensive experience teaching business professionals focussing on presentation skills, meetings and negotiations. Miriam joined HTSI Turismo Sant Ignasi in 2014 and currently lectures on the undergraduate program in Tourism and Hospitality Management.

8. Observations

Information on the academic calendar, exam timetables, and room assignment will be posted on the virtual campus and on the faculty's web site once it is available.

Academic norms and regulations are an obligation for all the members of the academic community in the faculty.

Material: Students are expected to attend class with all the relevant material: News of the day, handouts, photocopies where necessary. Failure to do so may result in students being asked to leave class and being marked absent.

Plagiarism: This is a serious offence. If a student hands in plagiarised work they will receive a 0 for this piece of work. If this happens again, they will receive 0 for the semester and will have to retake the semester in either January or June.

Mobile phones, smart phones and laptop computers are at the discretion of the lecturer.

Assessments should be handed in in Calibri 11 with the appropriate front sheet.

Punctuality: Students are expected to attend class on time. The door will be shut after 10 minutes and any students arriving late will be marked as absent.



Bachelor Degree in Tourism and Hospitality Management

Academic Year: 2019-2020

Teaching guide

Area: English language

Subject: English language I-1s

Period: Semester 1

Lecturers:

Ms. Anna Campañá Salsas

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MODULE: LANGUAGES

AREA: ENGLISH LANGUAGE

SUBJECT: ENGLISH LANGUAGE I-1S

CODE: BA1ING-I

LANGUAGE: ENGLISH

YEAR: 1

PERIOD: SEMESTER 1

CREDITS: 3 ECTS

1. Subject objectives

This course aims to consolidate and improve students' general level of English at B2 level and to meet the English language needs of future professionals working in the tourism industry by developing language awareness, acquiring specialized tourism terminology and building confidence in the professional skills needed for the tourism industry.

2. Competencies developed

Basic

B01 - Be able to acquire, understand and structure knowledge.

B02 - Be able to apply knowledge.

B03 - Be able to search for and manage information in order to solve problems, transmit reflective judgements and/or make decisions.

B04 - Be able to communicate information and/or knowledge in one's mother tongue, as well as in at least two foreign languages.

B05 - Be able to learn autonomously and continuously

General

G06 - Interpersonal Empathy/Comprehension: understands other people's emotions, understands their points of view and is genuinely interested in their concerns.

G07 - Team work and collaboration: Cooperates actively and jointly in achieving common objectives.

G09 - Sensitivity and intercultural awareness: understands and interprets the influence of culture on the values and behaviours of individuals and organizations.

Specific

E21 - Know the specific vocabulary of the different areas of the tourism sector in at least two foreign languages.

3. Content

Session 1: Presentation of the course, guidelines for Portfolio and group project. . Related material: Material on moodle.

Session 2: Unit 1 Trends in Tourism. Reading: The history of Tourism. Listening: Tourist Motivations. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 3: Unit 1 Trends in Tourism. Listening Tourism trends. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 4: Unit 1 Trends in Tourism. Grammar: continuous aspect. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 5: Unit 1 Trends in Tourism. Case study. Tailor a package Writing a report. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 6: Unit 1 Trends in Tourism. Case study. Tailor a package. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 7: Partial exam 1 Unit 1. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 8: Unit 2 Get the message Vocabulary: advertising and publicity and web words. Listening a new website. Social Media . Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 9: Unit 2 Get the message. Listening the best job in the world. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 10: Unit 2 Professional skills Maintaining a website.. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 11: Unit 2 Case study Improve a media profile. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 12: Group project presentations .

4. Teaching methodology

Finding information and preparation and organization of material. Considered as a management activity such as organization of class notes, photocopying and managing library services

Practical Exercises. Performing exercises on the material that you work on in the subject area, supervised by the lecturer, that can be done individually or in groups, whose monitoring can either be

done through virtual environments or in person.

Self-study or Study Groups. Study related to content.

Student Presentations (individual or group). Presentation exercises on specific content assigned to a student or a group of students.

Plenary Lectures. Presentation of content by presentation or explanation by a lecturer.

Role-plays. Technique through which a situation that occurs in real life is presented to the student who takes on the role of a particular person, and recreating a situation as if it were real in order to imagine and discuss how to act and take decisions in different situations.

Virtual Networking. Collaborative work on a virtual space designed by the lecturer and of restricted access, where you can share documents, work on them simultaneously, add new content, communicate synchronously and asynchronously, and participate in all discussions with members.

Working individually or in groups. Students perform work individually or in groups from the knowledge they acquire in this area.

Debates. Moderated discussion by the lecturer about issues and concepts related to the subject, between two or more groups of students.

5. Assessment activities

Regular examination call

- **Partial exam 1 Unit 1 (Oct, 29/2019)**

Partial exam (Individual - 25%)

Evaluated competences: B1,B2,B3,B4,B5,G6,G9,E21

- **Portfolio - Academic work to be done during the semester (Dec, 03/2019)**

Academic Work (Individual - 20%)

Evaluated competences: B1,B2,B3,B4,B5,G6,G9,E21

- **Group project: leaflet and oral presentation (Dec, 03/2019)**

Supervised project (Group - 30%)

Evaluated competences: B1,B2,B3,B4,B5,G6,G7,G9,E21

- **Partial Exam 2 Unit 2 (Dec, 17/2019)**

Partial exam (Individual - 25%)

Evaluated competences: B1,B2,B3,B4,B5,G6,G9,E21

Students who have not attended a minimum of 70% of classes throughout the semester will not be eligible to take the partial exam 2 at the ordinary call.

In order to pass this subject, students should get a minimum average mark of 5 in the partial exams and a minimum mark of 5 in the group project. Additionally, it is compulsory to upload the portfolio in order to be evaluated.

If a student fails the subject, the marks for the blocks with at least a 5 will be kept; that is portfolio, group project or average partial exams 1 and 2. The student will only have to retake the failed blocks.

Resit examination call

- **Exam Units 1 and 2 (Jan, 14/2020)**

Final exam (Individual - 50%)

Evaluated competences: B1,B2,B3,B4,B5,G6,G9,E21

- **Portfolio - Academic work done during the semester (Jan, 14/2020)**

Academic Work (Individual - 20%)

Evaluated competences: B1,B2,B3,B4,B5,G6,G9,E21

- **Group project (Jan, 14/2020)**

Supervised project (Group - 30%)

Evaluated competences: B1,B2,B3,B4,B5,G6,G7, G9,E21

Students must retake the sections that were failed or not attended at the ordinary call.

In order to pass this subject, students should get a minimum mark of 5 in the final exam and in the group project. Additionally, it is compulsory to upload the portfolio in order to be evaluated and the maximum mark will be 6/10.

Repeating students without attendance: regular examination call

- **Portfolio- Academic work done through the semester (Dec, 17/2019)**

Academic Work (Individual - 20%)

Evaluated competences: B1,B2,B3,B4,B5,G6,G9,E21

- **Project: leaflet and oral presentation (Dec, 17/2019)**

Supervised project (Individual - 30%)

Evaluated competences: B1,B2,B3,B4,B5,G6,G9,E21

- **Exam Units 1 and 2 (Dec, 17/2019)**

Final exam (Individual - 50%)

Evaluated competences: B1,B2,B3,B4,B5,G6,G9,E21

In order to pass this subject the minimum mark for the final exam and the supervised project is 5.

In order to be evaluated, students will also have to complete a portfolio of activities which must be uploaded on the stipulated date. The maximum mark for the portfolio is 6/10.

The Coordinator will assign a teacher to each student. The teacher will contact the student at the beginning of the semester to inform about the academic work and give the student details about the final exam.

If a student fails the subject, the marks for the blocks with at least a 5 will be kept; that is portfolio, supervised project and/or final exam. The student will only have to retake the failed blocks.

Repeating students without attendance: resit examination call

• Portfolio (Jan, 14/2020)

Academic Work (Individual - 20%)

Evaluated competences: B1,B2,B3,B4,B5,G6,G9,E21

• Project: leaflet and oral presentation (Jan, 14/2020)

Supervised project (Individual - 30%)

Evaluated competences: B1,B2,B3,B4,B5,G6,G9,E21

• Exam Units 1 and 2 (Jan, 14/2020)

Final exam (Individual - 50%)

Evaluated competences: B1,B2,B3,B4,B5,G6,G9,E21

In order to pass this subject the minimum mark for the final exam and the supervised project has to be 5.

In order to be evaluated, students will also have to complete a portfolio of activities which must be uploaded on the stipulated date. The maximum mark for the portfolio is 6/10.

Follow-up meetings

Week 4 (Oct, 01/2019), 8:30

Week 8 (Oct, 29/2019), 8:30

Week 12 (Nov, 26/2019), 8:30

6. Bibliography

Mandatory readings

Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson. See chapters/pages 1 and 2

Recommended readings

Babbel app This app contains 2000-3000 words per language. All words are accompanied by images and pronounced for you by native speakers. IOS Android

Duolingo app uses interactive games to help you learn

Lingbe- a community-based app where people help each other and share their native language. It connects you with real people on call that are native in the language you are looking to learn. It's a fun way to make friends, learn cultures, and learn a new language.

Beelinguapp - uses audiobooks to help you learn different languages. You just have to listen to stories and novels in the language you want to learn and side by side read the text in your native language. Audiobooks lovers will surely love this app as they can listen to audiobooks of their interest and at the same time learn a new language.

7. Lecturer/s

Ms. Anna Campañá Salsas - anna.campana@htsi.url.edu

Contact hour: By appointment

8. Observations

Information on the academic calendar, exam timetables and room assignment will be posted on the virtual campus (Moodle) once it is available.

Material: Students are expected to attend class with all the relevant material: course book, news of the day, handouts, photocopies where necessary. Failure to do so may result in students being asked to leave class and being marked absent.

Communication: Students are expected to consult the moodle and their HTSI email for communications regarding the course.

Plagiarism: This is a serious offence. If a student hands in plagiarised work they will receive a 0 for this piece of work. If this happens again, they will receive 0 for the semester and will have to retake the semester in January.



Mobile phones, smart phones and laptop computers are not allowed in class provided the lecturer indicates the opposite.

Punctuality: Students are expected to attend class on time. For the benefit of students attending class, those who arrive late are required not to interrupt the class. If students arrive more than 10 minutes late they will not be admitted into class.

Homework: Students are expected to hand in their work typed out in Calibri 11 and in double line spacing. Hand written work will not be accepted. Work handed in late will not be accepted.

Students can be moved to a different level group (up or down) within the first two weeks.



Bachelor Degree in Tourism and Hospitality Management

Academic Year: 2019-2020

Teaching guide

Area: English language

Subject: English language I-1s

Period: Semester 1

Lecturers:

Ms. Kate Hart
Mr. Michael Ashby

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MODULE: LANGUAGES

AREA: ENGLISH LANGUAGE

SUBJECT: ENGLISH LANGUAGE I-1S

CODE: BA1ING-I

LANGUAGE: ENGLISH

YEAR: 1

PERIOD: SEMESTER 1

CREDITS: 3 ECTS

1. Subject objectives

This course aims to consolidate and improve students' general level of English at C2 level and to encourage them to express themselves proficiently through the use of authentic listenings from respected thinkers. Concentrating on communication, collaboration and creative thinking the course aims to drive students towards 21st century outcomes and encourages students to express their own opinions and find their own voices to be able to communicate with new ideas and creativity in the world of tourism.

2. Competencies developed

Basic

B01 - Be able to acquire, understand and structure knowledge.

B02 - Be able to apply knowledge.

B03 - Be able to search for and manage information in order to solve problems, transmit reflective judgements and/or make decisions.

B04 - Be able to communicate information and/or knowledge in one's mother tongue, as well as in at least two foreign languages.

B05 - Be able to learn autonomously and continuously

General

G06 - Interpersonal Empathy/Comprehension: understands other people's emotions, understands their points of view and is genuinely interested in their concerns.

G07 - Team work and collaboration: Cooperates actively and jointly in achieving common objectives.

G09 - Sensitivity and intercultural awareness: understands and interprets the influence of culture on the values and behaviours of individuals and organizations.

Specific

E21 - Know the specific vocabulary of the different areas of the tourism sector in at least two foreign languages.

3. Content

Session 0: .

Session 1: Course presentation Moodle, guidelines, coursebook and evaluation and guidelines. Group discussion. . Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 2: Emphasis and de-emphasis, describing likes and talents Unit 1 Creativity Authentic listening skills definite and indefinite time Expressions with statistics. Reading Practice. Email practice.. Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 3: Nominalization writing skills Creativity continued: surveys Critical thinking . the speaker's aims. Reading practice and email practice.. Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 4: A progress report. Listening: A Company Choir Rhythm and stress. Email practice. Assessment 1 Reading . Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 5: Vocabulary in context: collocations. Reading: How Talent Thrives. Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 6: Writing: Reporting initiatives Grammar review Tenses and conditionals. Listening practice and vocabulary test. . Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 7: Review Unit 1: Pixar Listening Unit 2: Why I live in Mortal Fear of Public Speaking. Assessment 2 - listening.. Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 8: Critical thinking: Reading: winning your audiences over. Expressions of certainty. Reprt Writing . Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 9: Language focus Unit 2: Emphatic structures & stress in contrasts Assessment 1. Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 10: MultiSensory marketing: not what they seem Impressions and judgements Assessment 3 Writing. . Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 11: How to pitch an idea . Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 12: Group Project: Oral Presentation . Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

4. Teaching methodology

Finding information and preparation and organization of material. Considered as a management activity such as organization of class notes, photocopying, and managing library services.

Practical Exercises. ? performing exercises on the material that you work on in the subject area, supervised by the lecturer, that can be done individually or in groups, whose monitoring can either be done through virtual environments or in person

Student Presentations (individual or group). ? Presentation exercises on specific content assigned to a student or group of students who need cooperative work for completion.

Plenary Lectures. presentation of content by presentation or explanation by a lecturer or guest expert on the subject (possibly including demonstrations)

Readings. Reading proposals aimed at broadening and strengthening the information and content of the subject material

Self-study or Study Groups. Students perform work individually or in groups from the knowledge they acquire in this area.

Working individually or in groups. Study related to content. This may include the following activities: study for examinations, library work, and problem solving exercises.

5. Assessment activities

Regular examination call

- **Homework (Nov, 12/2018)**

Academic Work (Individual - 10%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Partial Exam 1 Reading (Oct, 08/2019)**

Academic Work (Individual - 10%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Vocabulary Test (Oct, 15/2019)**

Academic Work (Individual - 5%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Partial Exam 2 Listening (Oct, 29/2019)**

Academic Work (Individual - 10%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **News of the Day (Nov, 12/2019)**

Academic Work (Individual - 5%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Group Project Oral and written (Nov, 26/2019)**

Academic Work (Individual - 10%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Partial Exam 3 Writing -Report and Email (Nov, 26/2019)**

Academic Work (Individual - 10%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Listening (Dec, 17/2019)**

Final exam (Individual - 8%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G7, G9, E21

- **Reading Comprehension (Dec, 17/2019)**

Final exam (Individual - 8%)

Evaluated competences: B1 B2 B3 B4 B5 G6 G9 E21

- **Writing (Dec, 17/2019)**

Final exam (Individual - 8%)

Evaluated competences: B1 B2 B3 B4 B5 G6 G9 E21

- **Oral (Dec, 17/2019)**

Final exam (Individual - 8%)

Evaluated competences: B1 B2 B3 B4 B5 G6 G9 E21

- **Grammar and Vocabulary (Dec, 17/2019)**

Final exam (Individual - 8%)

Evaluated competences: B1 B2 B3 B4 B5 G6 G9 E21

In order to pass this subject, the minimum mark for academic work (60%) and the final exam (40%) must be 5 or above. Students who have not attended a minimum of 70% of classes throughout the semester, will not be eligible to take the final exam in the first sitting.

The final exam is divided into two sections: the oral exam and the written exam which comprises reading comprehension, listening comprehension, Use of English and writing and both sections must be completed in order for the student to be evaluated.

If a student does not take the oral exam but passes the written exam, the average will not be calculated and the student will be given (NP) and the mark for the written paper will be carried to the retake session, and vice versa.

If a student does not achieve a minimum of 5 in either of the evaluation activities (academic work / or final exam) the average will not be calculated and the failed activities will be recuperated in the retake sitting. The student will be given the lower of the two marks. If a student fails academic work they will have to complete a portfolio of activities to be handed in on the day of the retake exam.

Students who pass the subject with 5 or above at CPE level will be awarded 10% extra.

There will be a 2 week trial period at the beginning of the academic year, for students in the CPE level, after which the student is enrolled in the level, and no changes will be permitted after this point.

Resit examination call

- **Students will be assessed on C2 language skills in a portfolio of material covering listening, reading, writing, grammar and vocabulary. (Jan, 14/2020)**

Academic Work (Individual - 50%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Takes place at the end of a cycle or learning period and in addition to accrediting the level of competence achieved by students through the collection and evaluation of data, it also provides information on whether the degree of learning achieved is sufficient to deal with guarantees of success, and future learning. (Jan, 14/2020)**

Final exam (Individual - 50%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

In order to pass the subject, the minimum mark for academic work (50%) and the final exam (50%) must be 5 or above.

Students must retake the sections that were failed or not attended (academic work and /or final exam). Academic work will be retaken by handing in a portfolio of activities the details of which will be communicated to the student by the corresponding teacher. The portfolio should be handed in on the day of the re-sit exam. The maximum mark for the portfolio and the final exam is 6/10.

In the case that a student does not sit for all the parts of the exam (oral exam and written paper) or does not achieve a minimum of 5 in both the final exam and academic work the student will fail the subject.

Repeating students without attendance: regular examination call

- **Takes place at the end of a cycle or learning period and in addition to accrediting the level of competence achieved by students through the collection and evaluation of data, it also provides information on whether the degree of learning achieved is sufficient to deal with guarantees of success, and future learning (Dec, 17/2018)**

Final exam (Individual - 70%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Students will be assessed on C2 language skills in a portfolio of material covering listening, reading, writing, grammar and vocabulary. (Dec, 17/2019)**

Academic Work (Individual - 30%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

In order to pass this subject the minimum mark for both academic work and the final exam is 5.

Academic Work: Students will have to complete a portfolio of activities which must be handed in on the day of the retake exam. The maximum mark for the portfolio and the final exam is 6/10.

The Coordinator will assign a teacher to each student. The teacher will contact the student at the beginning of the semester to hand out the academic work and to inform the student about the details of the final exam.

The final exam is divided into two sections: the oral exam and the written exam (which comprises reading comprehension, listening comprehension, Use of English and a piece of writing) both of which must be completed in order for the student to be evaluated.

If a student does not take the oral exam but passes the written paper, the average will not be calculated and the student will be given (NP) and the mark for the written paper will be carried to the retake session, and vice versa.

Repeating students without attendance: resit examination call

- **Students will have to submit an Academic portfolio on exercises from the C2 level. (Jan, 15/2019)**

Academic Work (Individual - 30%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

- **Takes place at the end of a cycle or learning period and in addition to accrediting the level of competence achieved by students through the collection and evaluation of data, it also provides information on whether the degree of learning achieved is sufficient to deal with guarantees of success, and future learning (Jan, 15/2019)**

Final exam (Individual - 70%)

Evaluated competences: B1, B2, B3, B4, B5, G6, G9, E21

In order to pass this subject the minimum mark for academic work (30%) and the final exam (70%) is 5.

The student must retake the sections which were not presented or those failed (academic work and/or final exam).

Academic work will be retaken by the student handing in a portfolio of exercises, the details of which will be communicated to the student by the relevant teacher. The maximum mark for the portfolio and the final exam is 6/10.

In the case that the student does not attend the re-sit examination or achieve the minimum mark in either of the parts (final exam and/or academic work) the average will not be calculated and the student will fail the subject.

Follow-up meetings

Week 3 (Oct, 01/2019), 11.30

Week 7 (Oct, 29/2019), 11.30

Week 11 (Nov, 26/2019), 11.30

6. Bibliography

Mandatory readings

Dummett, P., Lansford, L., Stephenson, H., (2016) Keynote Proficiency Student's Book. Cengage Learning. See chapters/pages Chapters 1, 2

Recommended readings

Lieberman, Karen and Bruce (2005) Ethics in the Tourism and Hospitality Industry Educational Institute American Hotel & Lodging Association

7. Lecturer/s

Ms. Kate Hart (Head lecturer) - kate.hart@htsi.url.edu

Contact hour: By appointment only

Kate joined HTSI in 2011 as a lecturer on the Undergraduate Degree program in Tourism and Hospitality Management. She also worked as Coordinator of the English Department from 2015-2017 and currently lectures on the Undergraduate Degree program in Tourism and Hospitality Management where she teaches English Communication Skills and Academic English. Kate has a First Class (Hons) degree in European Languages and Business from Leeds Metropolitan University, England and a CELTA teaching qualification (1994). She has over 25 years experience teaching English in the UK, Argentina, Chile and Spain. Kate runs her own training company providing in-company training for business professionals in different sectors of the market. She is a teacher trainer and specialises in giving workshops on Communication Skills and Presentation Skills.

Mr. Michael Ashby (Head lecturer) - michael.ashby@htsi.url.edu

Contact hour: By appointment only

1. Lecturer/s

Mr Mike Ashby

B.A. Degree in History by the State University of New York at Binghamton, New York. He has many years experience from the A2 level to the C2 level. He joined HTSI in 1998 and apart from teaching the students, he has also been the English Coordinator since September, 2016. He also joined Sant Ignasi Sarria in 1996 where he currently lectures in specialized training degrees ranging from Catering and Restaurant Management to Business Administration. Awarded Rookie Teacher of the Year in English as a Second Language at John Peter Tetard High School in New York City.

8. Observations

* Information on the academic calendar, exam timetables, and room assignment will be posted on the virtual campus and on the faculty's web site once it is available.

* Academic norms and regulations is an obligation for all the members of the academic community in the faculty.

Material: Students are expected to attend class with all the relevant material: course book, news of the day, handouts, photocopies where necessary. Failure to do so may result in students being asked to leave class and being marked absent.



Plagiarism: This is a serious offence. If a student hands in plagiarised work they will receive a 0 for this piece of work. If this happens again, they will receive 0 for the semester and will have to retake the semester in either June or July.

Mobile phones, smart phones and laptop computers are at the discretion of the professor.

Punctuality: Students are expected to attend class on time.