

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 2s

Period: Semester 2

Lecturers:

Ms. Anna Campañá Salsas

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MODULE: LANGUAGES

AREA: ENGLISH LANGUAGE

SUBJECT: ENGLISH LANGUAGE 2S

CODE: BA2ING-I

LANGUAGE: ENGLISH

YEAR: 1

PERIOD: SEMESTER 2

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: Course presentation and guidelines. Unit 3 Hotel Branding. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 2: Unit 3 Hotel Branding. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 3: Unit 3 Hotel Branding. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 4: Unit 3 Hotel Branding. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 5: Unit 3 Hotel Branding. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 6: Unit 3 Hotel Branding. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 7: Partial exam 1 - Unit 3 Hotel Branding. Related material: Stephenson, H., Lansford, L., Dummett, P., (2016) Keynote Upper Intermediate Students Book. Cengage Learning.

Session 8: Unit 4 Sustainability. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 9: Unit 4 Sustainability. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 10: Group Project Presentations.

Session 11: Unit 4 Sustainability. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 12: Unit 4 Sustainability. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 13: Unit 4 Sustainability . Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

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 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.

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

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.

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

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

5. Assessment activities

Regular examination call

- **Partial exam 1- Unit 3 (Mar, 10/2020)**

Partial exam (Individual - 25%)

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

- **Group project (Mar, 31/2020)**

Supervised project (Group - 30%)

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

- **Portfolio - Academic work to be done during the semester (Apr, 28/2020)**

Academic Work (Individual - 20%)

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

- **Partial exam 2 - Unit 4 (May, 12/2020)**

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 2 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

- **Portfolio - Academic work to be done during the semester (Jun, 02/2020)**

Academic Work (Individual - 20%)

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

- **Exam Units 3 and 4 (Jun, 02/2020)**

Final exam (Individual - 50%)

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

- **Group Project (Jun, 02/2020)**

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 (May, 12/2020)**

Academic Work (Individual - 20%)

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

- **Exam Units 3 and 4 (May, 12/2020)**

Final exam (Individual - 50%)

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

- **Supervised project (Individual - 30%)**

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 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 (Jun, 02/2020)

Academic Work (Individual - 20%)

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

• Exam Units 3 and 4 (Jun, 02/2020)

Final exam (Individual - 50%)

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

• Supervised project (Individual - 30%)

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 3 (Feb, 12/2020), 14.30

Week 7 (Mar, 11/2020), 14.30

Week 12 (Apr, 15/2020), 14.30

6. Bibliography

Mandatory readings

Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson. See chapters/pages 3 and 4

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.

Beinguapp - 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 Campaña Salsas - anna.campana@htsi.url.edu

Contact hour: Wednesdays 14:30-15:30

8. Observations

Material: Students are expected to attend class with all the relevant material: course book, homework, 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 June.

Mobile phones, smart phones and laptop computers are allowed in class but only to do work related to the class..

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 upload their work typed out in Calibri 11 and in double line spacing. Hand written work will not be accepted. Work uploaded 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 2s

Period: Semester 2

Lecturers:

Ms. Miriam Smith

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MODULE: LANGUAGES

AREA: ENGLISH LANGUAGE

SUBJECT: ENGLISH LANGUAGE 2S

CODE: BA2ING-I

LANGUAGE: ENGLISH

YEAR: 1

PERIOD: SEMESTER 2

CREDITS: 3 ECTS

1. Subject objectives

The aim of the course is to consolidate and improve students' general level of English in order to achieve advanced language proficiency (C1.2). It aims to develop students' skills of authentic listening, reading, writing and speaking and build up vocabulary through extensive practice using a wide range of activities focusing on the skills students will need in the workplace. Students will also have the opportunity to learn specific terminology of the tourism sector by looking at current trends in 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 1: Explanation of course and guidelines. Pairwork and group conversations.. Related material: Material on moodle.

Session 2: Unit 3. Harmony. Authentic listening skills - Discourse markers. . Related material: Lansford, L., Dummet, P., Stephenson, H., (2016) Keynote Advanced Students Book. Cengage Learning.

Session 3: 3.1. Making peace is a marathon. Ted Talk. May El-Khalil. Vocabulary in context. Critical thinking. Distinguishing between fact and opinion. Presentation skills. Being personal and relatable. . Related material: Lansford, L., Dummet, P., Stephenson, H., (2016) Keynote Advanced Students Book. Cengage Learning.

Session 4: 3.2. What's the magic number? Grammar: cleft sentences. Speaking: evaluating teamwork. . Related material: Lansford, L., Dummet, P., Stephenson, H., (2016) Keynote Advanced Students Book. Cengage Learning.

Session 5: 3.3. Dare to be different. Reading comprehension "Group Think". Vocabulary: conformity and non-conformity. Speaking activity: dealing with group think. . Related material: Lansford, L., Dummet, P., Stephenson, H., (2016) Keynote Advanced Students Book. Cengage Learning.

Session 6: 3.4 Which one gets your vote? Listening activity: choosing a logo. Dealing with disagreement and reaching consensus. Pronunciation: stress in expressions of disagreement. Writing: an e-mail of disagreement . Related material: Lansford, L., Dummet, P., Stephenson, H., (2016) Keynote Advanced Students Book. Cengage Learning.

Session 7: Unit 4. Challenges. Ted Talk: Joe Kowan. Authentic listening skills - collaborative listening. . Related material: Lansford, L., Dummet, P., Stephenson, H., (2016) Keynote Advanced Students Book. Cengage Learning.

Session 8: Unit 4.1. How I beat stage fright. Ted Talk. Vocabulary in context. Critical thinking: emotive language. Presentations skills - controlling nerves Presentation 2: Where I come from . Related material: Lansford, L., Dummet, P., Stephenson, H., (2016) Keynote Advanced Students Book. Cengage Learning.

Session 9: Unit 4.2. Information overload. Grammar: approximation. Speaking - using approximations. . Related material: Lansford, L., Dummet, P., Stephenson, H., (2016) Keynote Advanced Students Book. Cengage Learning.

Session 10: Unit 4.3. Get the name right. Reading comprehension. Vocabulary: obstacles and opportunities. Speaking: talking about sales potential. . Related material: Lansford, L., Dummet, P., Stephenson, H., (2016) Keynote Advanced Students Book. Cengage Learning.

Session 11: Unit 4.4. I thought it would be easy. Listening: asking how something works. Asking for clarification and repetition. Speaking: giving and receiving instructions. Writing: a report . Related

material: Lansford, L., Dummet, P., Stephenson, H., (2016) Keynote Advanced Students Book. Cengage Learning.

Session 12: Review of Units 3 and 4. . Related material: Lansford, L., Dummet, P., Stephenson, H., (2016) Keynote Advanced Students Book. Cengage Learning.

Session 13: Group project presentations. . Related material: Students' own material.

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 mentoring can either be done through virtual environments or in person.

Finding information and preparation and organization of material. Using research skills and the library services, students access information and organize classnotes with the supervision of their lecturer.

Debates. Students discuss varying topics of relevance to their subject, using debating skills to analyze both sides of the argument and come to an agreement.

Readings. Presentation of content by the lecturer.

Student Presentations (individual or group). Presentations on the specific content of the subject assigned to individual students or in groups who need cooperative team working for completion.

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

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 difficult situations.

Virtual Networking. Collaborative work on a virtual space designed by the lecturer with 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.

Case Studies. Students use case studies based on their topic area to discuss trends and see how theory is put into practice.

Movie Forum. Through the use of films students are able to broaden their language acquisition and improve their comprehension skills.

5. Assessment activities

Regular examination call

• **Partial exam 1 (Mar, 17/2020)**

Academic Work (Individual - 10%)

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

• **Partial exam 2 (Mar, 31/2020)**

Academic Work (Individual - 10%)

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

• **Vocabulary test (Apr, 14/2020)**

Academic Work (Individual - 5%)

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

• **Partial exam 3 (Apr, 21/2020)**

Academic Work (Individual - 10%)

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

• **Group Project: oral presentation with written support (Apr, 28/2020)**

Academic Work (Group - 10%)

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

• **Writing homework (Apr, 28/2020)**

Academic Work (Individual - 10%)

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

• **News of the day presentation (Apr, 28/2020)**

Academic Work (Individual - 5%)

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

• **Oral exam (May, 12/2020)**

Final exam (Individual - 8%)

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

• **Listening comprehension (May, 12/2020)**

Final exam (Individual - 8%)

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

• **Reading comprehension (May, 12/2020)**

Final exam (Individual - 8%)

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

• **Written paper (May, 12/2020)**

Final exam (Individual - 8%)

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

• **Grammar and Vocabulary (May, 12/2020)**

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.

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

• **Complete a portfolio of activities: writing, listening, reading ,vocabulary, grammar (Jun, 02/2020)**

Academic Work (Individual - 50%)

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

• **Comprises, reading, writing, listening, vocabulary and grammar (Jun, 02/2020)**

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.

If 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

- **Complete a portfolio of activities: writing, listening, reading ,vocabulary, grammar (May, 12/2020)**

Academic Work (Individual - 30%)

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

- **Comprises reading, writing, listening, vocabulary and grammar (May, 12/2020)**

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

- **Complete a portfolio of activities: writing, listening, reading ,vocabulary, grammar (Jun, 02/2020)**

Academic Work (Individual - 30%)

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

- **Comprises reading, writing, listening, vocabulary and grammar (Jun, 02/2020)**

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 will be 6/10.

If a 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 (Feb, 11/2020), 10:00

Week 7 (Mar, 10/2020), 10:00

Week 13 (Apr, 21/2020), 10:00

6. Bibliography

Mandatory readings

Dummett, P., Lansford, L., Stephenson., (2016) Keynote Advanced Student´s Book. Cengage Learning.
See chapters/pages3 - 4

Recommended readings

Hewings, M, Advanced Grammar in Use. Third Edition, Cambridge. Cambridge University Press, 2013.

7. Lecturer/s

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

Contact hour: Tuesdays from 15hs - 16hs in Room 312, by appointment only.

M.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.

* All the members of the academic community in the faculty must comply with academic norms and regulations.

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.

Assessments: Students who arrive more than ten minutes late for an assessment will not be allowed into the room and will receive a zero for the assessed activity.

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 not allowed in class and for personal use and must be switched off.

Punctuality: Students are expected to attend class on time.

Bachelor Degree in Tourism and Hospitality Management

Academic Year: 2019-2020

Teaching guide

Area: English language

Subject: English language 2s

Period: Semester 2

Lecturers:

Ms. Kate Hart
Mr. Michael Ashby

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MODULE: LANGUAGES
AREA: ENGLISH LANGUAGE
SUBJECT: ENGLISH LANGUAGE 2S
CODE: BA2ING-I
LANGUAGE: ENGLISH
YEAR: 1
PERIOD: SEMESTER 2
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 1: Course presentation and guidelines. Group discussion Perception Listening Skills: Authentic Listening Julian Treasure. Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 2: News of the Day Critical Thinking: Achieving aims, Giving shape to your talk . Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 3: News of the Day Grammar: static and dynamic verbs. Impressions and judgements . Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 4: News of the Day Feelings and emotions. Reading: Multi-sensory marketing . Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 5: News of the Day Describing beliefs and facts . Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 6: News of the Day Review Unit 3 . Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 7: News of the Day Authentic listening: Linking, assimilating and reduction. Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 8: News of the Day Critical thinking: avoiding misinterpretation . Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 9: News of the Day Grammar: past forms, inversion with adverbial phrases . Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 10: News of the Day, Reading Comprehension: Business and life lessons Body language . Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 11: News of the Day, Past forms reviewed Being Hyperconnected Reading . Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 12: Review: Units 3 and 4 Body Idioms, Exam Revision . Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 13: 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

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

Self-study or Study 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

- **Partial Exam 1 (Reading) (Mar, 17/2020)**

Academic Work (Individual - 10%)

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

- **Partial Exam 2 (Listening) (Mar, 31/2020)**

Academic Work (Individual - 10%)

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

- **Vocabulary test (Apr, 14/2020)**

Academic Work (Individual - 5%)

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

- **Partial Exam 3 (Writing) (Apr, 21/2020)**

Academic Work (Individual - 10%)

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

• **Writing Homework (Apr, 28/2020)**

Academic Work (Individual - 10%)

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

• **Group Report (Apr, 28/2020)**

Academic Work (Group - 10%)

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

• **News of the Day (Apr, 28/2020)**

Academic Work (Individual - 5%)

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

• **Reading comprehension (May, 12/2020)**

Final exam (Individual - 8%)

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

• **Listening comprehension (May, 12/2020)**

Final exam (Individual - 8%)

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

• **Oral exam (May, 12/2020)**

Final exam (Individual - 8%)

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

• **Grammar and Vocabulary (May, 12/2020)**

Final exam (Individual - 8%)

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

• **Writing (May, 12/2020)**

Final exam (Individual - 8%)

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

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.

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 CPE level will be awarded 10% extra on their final mark.

Resit examination call

- **Development of a project that can range from a simple brief project to very complex final year research. (Jun, 02/2020)**

Academic Work (Individual - 50%)

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

- **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 (Jun, 02/2020)**

Final exam (Individual - 50%)

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

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

- **Development of a project that can range from a simple brief project to very complex final year research. (May, 12/2020)**

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. (May, 12/2020)**

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

- **Development of a project that can range from a simple brief project to very complex final year research. (Jun, 02/2020)**

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. (Jun, 02/2020)**

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 will be 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 (Feb, 11/2020), 10:00

Week 7 (Mar, 10/2020), 10:00

Week 12 (Apr, 21/2020), 10:00

6. Bibliography

Mandatory readings

Dummet, P., Lansford, L., Stephenson, H., (2016) Keynote Proficiency Student's Book. Cengage Learning. See chapters/pages3 & 4

Recommended readings

Lieberman, Karen and Bruce (2005) Ethics in the Tourism and Hospitality Industry Educational Institute American Hotel & Lodging Association See chapters/pages 4, 5 & 6

Flo Joe Grammar Practice for CPE

Newsweek, Time Magazine, The Economist

CNN and BBC World

7. Lecturer/s

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

Contact hour: By appointment only.

BA Degree in History from the State University of New York at Binghamton, New York. He has many years experience teaching from A2 to C2 level. He joined HTSI in 1998 and apart from teaching he has been working as Coordinator since 2016. He also joined Sant Ignasi Sarria in 1996 where he currently lectures on specialised 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 School in New York City.

Ms. Kate Hart - 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 teaches English, Communication Skills and Academic Writing. Kate has a First Class (Hons) Degree in European Languages and Business from Leeds Metropolitan University (UK) and is CELTA qualified (1994). She has over 25 years experience teaching English in the UK, Spain, Argentina and Chile. 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 and Presentation Skills.

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.

Assessments: Students who arrive more than ten minutes late for an assessment will not be allowed into the room and will receive a zero for the assessed activity.



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 not allowed in class and for personal use and must be switched off.

Punctuality: Students are expected to attend class on time.