

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: 2018-2019

Teaching guide

Area: English language

Subject: English language 2s

Period: Semester 2

Lecturers:

Ms. Maeve Howley

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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 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. Pair work and group discussions.. Related material: Material on moodle.

Session 2: Unit 3. Growth and Development. Ted Talk. Hans Rosling. Authentic listening skills. Focused Listening. . Related material: Stephenson, H., Lansford, L., Dummett, P., (2016) Keynote Upper Intermediate Students Book. Cengage Learning.

Session 3: Unit 3.1. Global population growth. Vocabulary in context. Critical thinking: supporting the main argument. Presentation skills. Using props. . Related material: Stephenson, H., Lansford, L., Dummett, P., (2016) Keynote Upper Intermediate Students Book. Cengage Learning.

Session 4: Unit 3.2. The next economic giant. Grammar: present perfect simple and continuous. Speaking activity: popular brands. Related material: Stephenson, H., Lansford, L., Dummett, P., (2016) Keynote Upper Intermediate Students Book. Cengage Learning.

Session 5: Unit 3.3. Personal development. Reading comprehension. Speaking. Are you satisfied? . Related material: Stephenson, H., Lansford, L., Dummett, P., (2016) Keynote Upper Intermediate Students Book. Cengage Learning.

Session 6: Unit 3.4. Could you call me back? Speaking: leaving voice mails. Writing skills: abbreviations Presentation 2. My goals. Related material: Stephenson, H., Lansford, L., Dummett, P., (2016) Keynote Upper Intermediate Students Book. Cengage Learning.

Session 7: Unit 4. Success and failure. Ted Talk. Richard St John. Authentic listening skills. Collaborative listening. . Related material: Stephenson, H., Lansford, L., Dummett, P., (2016) Keynote Upper Intermediate Students Book. Cengage Learning.

Session 8: Unit 4.1. Success is a continuous journey. Critical thinking: challenging assumptions. Presentation skills: repeating key phrases. Related material: Stephenson, H., Lansford, L., Dummett, P., (2016) Keynote Upper Intermediate Students Book. Cengage Learning.

Session 9: Unit 4.2. Measures of success. Grammar: narrative tenses / used to and would. Speaking activity: old habits . Related material: Stephenson, H., Lansford, L., Dummett, P., (2016) Keynote Upper Intermediate Students Book. Cengage Learning.

Session 10: Unit 4.3. Failure is not an option. Vocabulary - success and failure. Speaking - passing on lessons learned. Assessment 1. . Related material: Stephenson, H., Lansford, L., Dummett, P., (2016) Keynote Upper Intermediate Students Book. Cengage Learning.

Session 11: Unit 4.4. How did it go? Making and responding to suggestions. Writing 2. An article Assessment 2. Related material: Stephenson, H., Lansford, L., Dummett, P., (2016) Keynote Upper Intermediate Students Book. Cengage Learning.

Session 12: Exam review. Preparation for group projects.

Session 13: Group project: Oral presentations . Related material: Stephenson, H., Lansford, L., Dummett, P., (2016) Keynote Upper Intermediate Students Book. Cengage Learning.

4. Teaching methodology

Finding information and preparation and organization of material.

Practical Exercises.

Student Presentations (individual or group).

Plenary Lectures.

Role-plays.

Working individually or in groups.

Virtual Networking.

Debates.

Self-study or Study Groups.

5. Assessment activities

Regular examination call

• **Partial exam 1 (Mar, 26/2019)**

Academic Work (Individual - 10%)

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

• **Partial exam 2 (Apr, 09/2019)**

Academic Work (Individual - 10%)

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

• **Partial exam 3 (Apr, 09/2019)**

Academic Work (Individual - 10%)

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

• **Group project - oral presentation (Apr, 30/2019)**

Academic Work (Group - 20%)

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

- **Grammar and vocabulary (May, 14/2019)**

Final exam (Individual - 10%)

Evaluated competences:

- **Writing (May, 14/2019)**

Final exam (Individual - 10%)

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

- **Listening (May, 14/2019)**

Final exam (Individual - 10%)

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

- **Reading (May, 14/2019)**

Final exam (Individual - 10%)

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

- **Oral (May, 14/2019)**

Final exam (Individual - 10%)

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.

There will be a 2 week trial period at the beginning of the academic year after during which students can request a level change. After this time no changes will be permitted.

Resit examination call

- **Students will be assessed on B2 language skills in a portfolio of material covering listening, writing, reading and Use of English. (Jun, 11/2019)**

Academic Work (Individual - 50%)

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

- **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

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

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

- **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

• Academic Work (Individual - 30%)

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

• 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.

Follow-up meetings

Week 3 (Feb, 12/2019), 14.00

Week 7 (Mar, 12/2019), 14.00

Week 12 (Apr, 02/2019), 14.00

6. Bibliography

Mandatory readings

Dummett, P., Lansford, L., Stephenson., (2016) Keynote Upper Intermediate Students Book. Cengage Learning. See chapters/pages3 and 4

Recommended readings

K&J Pronunciation app This is an application which teaches you phonetics. It includes basic pronunciation of consonant and vowel sounds. Besides you can take some tests to help you to improve

your pronunciation. Android

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

Zo Reader app Comprehensive epub, mobi, eBook reader seamlessly integrated dictionary. It provides instant definition lookup by tapping on a word without the need of internet access. Android

7. Lecturer/s

Ms. Maeve Howley (Head lecturer) - maeve.howley@htsi.url.edu

Contact hour: Tuesdays 15:30-16:30

BA in Fine Arts from Sligo University, Ireland (1999) , PGCE in Art and Design (1991) and an Advanced Diploma in teaching English for specific purposes (2002). Maeve spent many years at ESADE in the undergraduate Law and BBA programs as well as on the MBA and executive English program. She also has extensive experience teaching business professionals focusing on presentation skills, meetings and negotiations. Maeve joined HTSI Turismo Sant Ignasi in 2015 and currently lectures on the undergraduate program.

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.

Assessments: Students who arrive more than 10 minutes late for an assessment will not be allowed in the room and will receive a zero for the assessed activity.

*Evaluation: Students who miss any assessed activity such as oral presentations, debate participation, unit tests etc will get 0 for that activity. The lecturer is under no obligation to do it another day or accept homework handed in late. In the case of justifications for absence approved by the year coordinator (the student is in hospital or has had to attend court) these marks will not be taken into account.

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

*Attendance: Each student is responsible for making sure they cover the material of classes missed.



Bachelor Degree in Tourism and Hospitality Management

Academic Year: 2018-2019

Teaching guide

Area: English language

Subject: English language 2s

Period: Semester 2

Lecturers:

Ms. Kate Hart
Mr. Michael Ashby
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, 26/2019)**

Academic Work (Individual - 10%)

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

• **Partial exam 2 (Apr, 09/2019)**

Academic Work (Individual - 10%)

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

• **Partial exam 3 (Apr, 09/2019)**

Academic Work (Individual - 10%)

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

• **Group Project: oral presentation with written support (Apr, 30/2019)**

Academic Work (Group - 20%)

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

• **Oral exam (May, 14/2019)**

Final exam (Individual - 10%)

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

• **Listening comprehension (May, 14/2019)**

Final exam (Individual - 10%)

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

• **Reading comprehension (May, 14/2019)**

Final exam (Individual - 10%)

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

• **Written paper (May, 14/2019)**

Final exam (Individual - 10%)

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

• **Grammar and Vocabulary (May, 14/2019)**

Final exam (Individual - 10%)

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, and writing and both sections (the oral exam and the written exam) 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 the 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

- **Final exam (Individual - 50%)**

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

- **Academic Work (Individual - 50%)**

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

The student must retake the sections that were failed or not attended (academic work and/or final exam). Academic work will be evaluated by handing in a portfolio of activities the details of which will be communicated to the student by the relevant teacher. The maximum mark for the portfolio is 6/10. In order to pass the subject, the minimum mark for the partial exams and the final exam must be 5 or above. In the case that a student does not sit for all parts of the exam or does not reach the minimum mark, the student will fail the subject.

Repeating students without attendance: regular examination call

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

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

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

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

The Coordinator will assign a teacher to each student. The student must contact or meet the teacher at the beginning of the semester to pick up the portfolio and to find out about the final exam. In order to pass the subject the minimum mark for each section must be 5 or above. Portfolio: Should be handed in according to the instructions of the teacher. The maximum mark is 6/10. The final exam must be fully completed in order to be evaluated. In the case of not completing any of the parts of the exam or not reaching the minimum mark required, the average will not be calculated and the complete exam will be retaken in the re-sit examination call.

Repeating students without attendance: resit examination call

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

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

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

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

The student must retake the sections which have not been presented or those failed. In the case of the portfolio this will be retaken by handing in a dossier of exercises the details of which will be communicated to the student by the relevant teacher. The maximum mark will be 6/10. In order to pass the subject, the minimum mark must be 5 or above. In the case that the student does not attend the retake or achieve the minimum mark, the average will not be calculated and the student will fail the subject.

Follow-up meetings

Week 3 (Feb, 12/2019), 10:00

Week 7 (Mar, 12/2019), 10:00

Week 13 (Apr, 02/2019), 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. Kate Hart (Head lecturer) - kate.hart@htsi.url.edu

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

Lecturer on the Undergraduate Degree Program in Tourism and Hospitality Management, Kate joined HTSI in 2011. BA (Hons) First class degree in European Business and Languages from Leeds Metropolitan University and CELTA teaching qualification (1994). Kate has more than 20 years teaching experience in the UK, Argentina and Spain and has her own training company which provides In-company training for business professionals in all sectors of the market in Barcelona. Kate specializes in giving workshops on Presentation and Communication Skills.

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

Contact hour: Fridays in Room 312 from 10hs - 11hs, by appointment only.

B.A. Degree in History by the State University at Binghamton. New York. He has many years experience teaching English from the A2 level to the C1 level. He joined at HTSI Turismo Sant Ignasi in 1998, where he currently lectures on the four year undergraduate program in Tourism and Hospitality Management. He also joined Sant Ignasi Sarriá in 1996 where he currently lectures in specialized training degrees ranging from Catering and Restaurant Management to Image and Sound, Production and Business Administration. Awarded Rookie Teacher of the Year in English as a Second Language at John Peter Tetard High School in New York City.

Ms. Miriam Smith (Head lecturer) - miriam.smith@htsi.url.edu

Contact hour: Tuesdays from 15hs - 16hs in Room 312, 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 website once it is available.

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

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.

Assessments: 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 who arrive more than 10 minutes after the start of the assessments will not be allowed into the room and will receive a 0 for their assessment.

Justifications for absence will be accepted for serious illness and/or hospitalisation or a court appearance only.



Bachelor Degree in Tourism and Hospitality Management

Academic Year: 2018-2019

Teaching guide

Area: English language

Subject: English language 2s

Period: Semester 2

Lecturers:

Ms. Katharine D'Amico

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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: Stative and dynamic verbs Feelings and emotions. Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 3: Travel advice: Being prepared Attitudes towards the future. Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 4: Stress in contrasts continued Creating creative spaces Grammar review . Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 5: Presenting structures Emphatic structures II. Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 6: Review units 1, 2 and 3 Assimilation and reduction, past forms. Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 7: Critical thinking: avoiding misinterpretation intonation and colloquial expressions. Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 8: Inversion and adverbial phrases body language (Amy Cuddy reviewed) Business life. Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 9: Formal letters and editing for errors . Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 10: Adverbial phrases continued. Saying the right thing A formal email Assessment 1. Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 11: Past forms reviewed Being hyperconnected Reading Assessment 2. Related material: Stephenson, H., Lansford, L, Dummett, P., (2016) Keynote Proficiency Student's Book. Cengage Learning.

Session 12: Group Project. Oral Presentation. Assessment 4. 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 (Mar, 26/2019)**

Academic Work (Individual - 10%)

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

• **Partial Exam 2 (Apr, 09/2019)**

Academic Work (Individual - 10%)

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

• **Partial Exam 3 (Apr, 09/2019)**

Academic Work (Individual - 10%)

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

• **Partial Exam 4 (Apr, 30/2019)**

Academic Work (Group - 20%)

Evaluated competences: G5, G9, E21, B1, B2, B3, B4, B5

- **Grammar and Vocabulary (May, 14/2019)**

Final exam (Individual - 10%)

Evaluated competences:

- **Writing (May, 14/2019)**

Final exam (Individual - 10%)

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

- **Reading comprehension (May, 14/2019)**

Final exam (Individual - 10%)

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

- **Listening comprehension (May, 14/2019)**

Final exam (Individual - 10%)

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

- **Oral exam (May, 14/2019)**

Final exam (Individual - 10%)

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

In order to pass this subject, the minimum mark for academic work (50%) ,which includes the assessments and the group project, 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.

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 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, 11/2019)**

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, 11/2019)**

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, 14/2019)**

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. (May, 14/2019)

Final exam (Individual - 70%)

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

In order to pass this subject the minimum mark for 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, 11/2019)

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. (Jun, 11/2019)

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 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, 20/2018), 10:00

Week 7 (Mar, 20/2018), 10:00

Week 12 (Apr, 24/2018), 10:00

6. Bibliography

Mandatory readings

Dummett, 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/pages4 , 5 & 6

7. Lecturer/s

Ms. Katharine D'Amico (Head lecturer) - katharine.damico@htsi.url.edu

Contact hour: Mondays - Fridays 15:00 - 16:30

B.A. Honours Degree in French and Italian Philology by Bishop's University, Sherbrooke, Quebec, Canada, and a Master Degree in Linguistics, Translation and Interpretation by Concordia University, Montreal, Quebec, Canada, PhD candidate in Attitudes, Orientations and Motivations in Second and Third Language Acquisition at Leeds Beckett University UK. She has several years experience in translation, teaching and interpretation. She joined at HTSI-URL in 1998, where she currently lectures on the four-year undergraduate program in neurolinguistics and communication, and Personal and Professional Skills for graduates. She is a consultant and guest lecturer on public speaking and pitching, in Travel Click (2014) Cola Cao (2016) and La Salle Master Degree in Mobile Business (2016), judge in the ESADE MBA Elevator Sales Pitch Competition in the Global Sales Strategies course and lecturer in the ESADE 2016 summer intensive program for Presentation Skills and Public Speaking.

Translator for TED and collaborator as an official translator in Spain, and with www.innoxperts.com on netnography research and semantics. Mentor at WAYRA Telefonica and Telefonica Open Futures for Investor Pitches, working with more than 300 startups in Madrid and Barcelona, among which Geenapp www.geenapp.com; Made of Genes www.madeofgenes.com, Emotions-ar: www.emotions-ar.com Marketeer, <https://marketeer.co> Visual Tagging www.visual-tagging.com Avuxi www.avuxi.com First Vision www.firstvision.com Dunforce <https://twitter.com/getdunforce>; smArDS www.smards.net and The Things.io <https://thethings.io>. Mentor and Lecturer in Corporate Pitching in the ESADE Executive MBA in Entrepreneurship in Madrid and Barcelona, as well as Mentor for ESADE BAN Business Angels Network, the RESPOSL Foundation and ESADE Alumni Professional Development.

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.