

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 II-4s

Period: Semester 4

Lecturers:

Ms. Maeve Howley
Ms. Miriam Smith

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MODULE: LANGUAGES

AREA: ENGLISH LANGUAGE

SUBJECT: ENGLISH LANGUAGE II-4S

CODE: OB4ING-II

LANGUAGE: ENGLISH

YEAR: 2

PERIOD: SEMESTER 4

CREDITS: 3 ECTS

1. Subject objectives

This course aims to consolidate and improve students' general level of English at the C1 level and 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 guide students towards 21st century outcomes. It also encourages students to be able to express their own opinions 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: Introduction to the course, evaluation system and classroom guidelines. Pair work and group discussions.. Related material: Material provided by the teacher on moodle.

Session 2: Unit 7 Taking imagination seriously. Authentic listening skill: Inferring meaning from context. News of the day, individual student presentation on a trending topic in tourism. Critical thinking: Reading between the lines. Pairwork and group discussions. . Related material: Dummett, P., Lansford, L., Stephenson, H., Keynote Advanced Student's Book, Cengage Learning.

Session 3: Unit 7. Grammar : The continuous aspect. Presentation skill: Being authentic. News of the day, individual student presentation on a trending topic in tourism. Pairwork and group discussions.. Related material: Dummett, P., Lansford, L., Stephenson, H., Keynote Advanced Student's Book, Cengage Learning.

Session 4: Unit 7. Vocabulary : Expressions with mind. Reading: The power of visualization. News of the day : individual student presentation on a trending topic in tourism. Pairwork and group discussions.. Related material: Dummett, P., Lansford, L., Stephenson, H., Keynote Advanced Student's Book, Cengage Learning.

Session 5: Unit 7. Listening: Speculating about a mystery. Speaking : Speculating. News of the day: individual student presentation on a trending topic in tourism. Pairwork and group discussions.. Related material: Dummett, P., Lansford, L., Stephenson, H., Keynote Advanced Student's Book, Cengage Learning.

Session 6: Unit 7. Writing : A news story. Writing skill: Neutral reporting. Speaking: The benefits and drawbacks of daydreaming. News of the day: individual student presentation on a trending topic in tourism. Pairwork and group discussions. . Related material: Dummett, P., Lansford, L., Stephenson, H., Keynote Advanced Student's Book, Cengage Learning.

Session 7: Unit 8. Working Together. Authentic listening skill: Understanding contrastive stress. Critical thinking: Supporting the main idea. News of the day: individual student presentation on a trending topic in tourism. Pairwork and group discussions.. Related material: Dummett, P., Lansford, L., Stephenson, H., Keynote Advanced Student's Book, Cengage Learning.

Session 8: Unit 8. Grammar: Cause and result. Presentation skill: Using visuals. News of the day: individual student presentation on a trending topic in tourism. Pairwork and group discussions. . Related material: Dummett, P., Lansford, L., Stephenson, H., Keynote Advanced Student's Book, Cengage Learning.

Session 9: Unit 8. Vocabulary: Teams and teamwork. Reading: Bad teambuilding. News of the day: individual student presentation on a trending topic in tourism. Pairwork and group discussions.. Related material: Dummett, P., Lansford, L., Stephenson, H., Keynote Advanced Student's Book, Cengage Learning.

Learning.

Session 10: Unit 8. Writing: Debriefing questionnaire. Writing skill: linking devices. Speaking: Cause and result relationships. Work issues. News of the day: individual student presentation on a trending topic in tourism. Pairwork and group discussions. Assessment 1.. Related material: Dummett, P., Lansford, L., Stephenson, H., Keynote Advanced Student's Book, Cengage Learning.

Session 11: Unit 8. Listening : Reviewing a project. Speaking : Taking part in a meeting. Reading: Bad team building. News of the day: individual student's presentation on a trending topic in tourism. Pairwork and group discussions. Assessments 2 and 3.. Related material: Dummet, P., Lansford, L., Stephenson, H., Keynote Advanced Student's Book, Cengage Learning.

Session 12: Exam review for the final exam of units 7 and 8. Preparation for group projects.. Related material: Dummett, P., Lansfors, L., Stephenson, H., Keynote Advanced Student's 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 monitoring 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 class notes 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.

Plenary Lectures. Presentation of content of the subject 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 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.

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 aural comprehension skills.

5. Assessment activities

Regular examination call

- **Partial exam 2 (Mar, 17/2020)**

Academic Work (Individual - 10%)

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

- **Partial exam 3 (Mar, 31/2020)**

Academic Work (Individual - 10%)

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

- **Partial exam 1 (Apr, 21/2020)**

Academic Work (Individual - 10%)

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

- **Group Project Presentation and Report (Apr, 28/2020)**

Academic Work (Group - 10%)

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

- **Vocabulary Test (Apr, 28/2020)**

Academic Work (Individual - 5%)

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

- **Oral Presentation (May, 05/2020)**

Final exam (Group - 10%)

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

- **Listening comprehension (May, 05/2020)**

Final exam (Individual - 10%)

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

- **Reading Comprehension (May, 05/2020)**

Final exam (Individual - 10%)

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

- **Writing (May, 05/2020)**

Final exam (Individual - 10%)

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

- **Homework**

Academic Work (Individual - 10%)

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

- **News of the Day**

Academic Work (Individual - 5%)

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

In order to pass this subject, the minimum mark for academic work and the final exam must be 5 or above. Students have a margin of 10 minutes to be able to take an assessment. . The final exam consists of five parts (reading comprehension, oral expression, listening, grammar and vocabulary) all of which must be completed in order for the student to be evaluated. In the case that a student does not take any part of the exam, or does not achieve the minimum mark required, the average will not be calculated and the student must retake the failed sections (academic work and/or the final exam) in the re-sit examination call. In the event that a student passes the oral exam but fails the main written exam, the oral mark will be carried over to the re-sit examination.

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

Resit examination call

- **Students complete a dossier of activities prepared for them by their teacher. (Jun, 09/2020)**

Academic Work (Individual - 50%)

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

- **The final exam is made up of five parts: listening and reading comprehension, grammar and vocabulary, an oral exam and a writing activity. (Jun, 09/2020)**

Final exam (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 recuperated by handing in a dossier of activities the details of which will be

communicated to the student by the relevant teacher. The maximum mark for the dossier is 6/10. In order to pass the subject, the minimum mark for the academic work and the final exam must be 5 or above. In the case that a student does not sit for all the parts of the exam or does not reach the minimum mark, the student will fail the subject.

Repeating students without attendance: regular examination call

- **Students complete a dossier of activities prepared for them by their teacher. (Jun, 09/2020)**

Academic Work (Individual - 30%)

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

- **The final exam consists of five parts: reading and listening comprehension, grammar and vocabulary activities, and oral exam and a writing activity. (Jun, 09/2020)**

Final exam (Individual - 70%)

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

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 academic work 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.

Academic Work: Should be handed in according to the instructions of the teacher. The maximum mark is 6/10.

The final exam consists of five parts all of which must be fully completed in order for the student to be evaluated,

Repeating students without attendance: resit examination call

- **Students will complete a dossier of activities prepared by their teacher. (Jun, 09/2020)**

Academic Work (Individual - 30%)

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

- **The final exam consists of reading and listening comprehension, an oral exam, grammar and vocabulary activities and a writing activity. (Jun, 09/2020)**

Final exam (Individual - 70%)

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

The student must retake the sections which were not presented or those failed. In the case of the portfolio this will be retaken by handing in a dossier of exercises in which the details will be communicated by the his/her 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.

In order to pass the subject, the minimum mark for each section must be 5 or above.

In the case that the student does not attend the re-sit examination or achieve the minimum mark, 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 10 (Mar, 31/2020), 10:00

6. Bibliography

Mandatory readings

Dummet, P., Lansford, L., Stephenson, H., Keynote Advanced Students'Book, Cengage Learning. See chapters/pages2

Recommended readings

Hewings, M., Advanced Grammar in Use, Cambridge University Press. See chapters/pages100

7. Lecturer/s

Ms. Maeve Howley - maeve.howley@htsi.url.edu

Contact hour: By appointment only.

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

Contact hour: By appointment only

BA 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 focusing on presentation skills, meetings and negotiations. Miriam joined HTSI Turismo Sant Ignasi in 2014 and currently lectures in 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.

Evaluation: Students who miss any assessed activity will get 0 for that activity or assessment. 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 tutor (hospitalization or court visits) these marks will be justified.

Assessments - Students must arrive at a maximum of 10 minutes for an assessment activity. If they do not, then they will get a 0 for that assessment.

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.

Attendance: Students must attend a minimum of 70% of classes to take the final exam in the ordinary call. Each student is responsible for making sure they cover the material of class.

Leaving early: Leaving the class ten minutes or more before the lesson finishes will be marked as absent.



Bachelor Degree in Tourism and Hospitality Management

Academic Year: 2019-2020

Teaching guide

Area: English language

Subject: English language II-4s

Period: Semester 4

Lecturers:

Ms. Anna Campañá Salsas

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MODULE: LANGUAGES

AREA: ENGLISH LANGUAGE

SUBJECT: ENGLISH LANGUAGE II-4S

CODE: OB4ING-II

LANGUAGE: ENGLISH

YEAR: 2

PERIOD: SEMESTER 4

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 7 Managing Events. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 2: Unit 7 Managing Events. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 3: Unit 7 Managing Events. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 4: Unit 7 Managing Events. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 5: Unit 7 Managing Events. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 6: Unit 7 Managing Events. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 7: Partial exam 1.

Session 8: Unit 10 Risk. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 9: Unit 10 Risk. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 10: Group Project presentations.

Session 11: Unit 10 Risk. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 12: Unit 10 Risk. Related material: Strutt, Peter (2013) English for International tourism Upper Intermediate Coursebook, Pearson.

Session 13: Unit 10 Risk. 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

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

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.

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

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

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.

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

5. Assessment activities

Regular examination call

- **Partial exam 1 - Unit 7 (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 10 (May, 05/2020)**

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, 09/2020)**

Academic Work (Individual - 20%)

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

- **Exam Units 7 and 10 (Jun, 09/2020)**

Final exam (Individual - 50%)

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

- **Group project (Jun, 09/2020)**

Supervised project (Group - 30%)

Evaluated competences: B1,B2,B3,B4,B5,G6,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, 05/2020)**

Academic Work (Individual - 20%)

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

- **Exam Units 7 and 10 (May, 05/2020)**

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, 09/2020)**

Academic Work (Individual - 20%)

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

- **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 13 (Apr, 29/2020), 14:30

6. Bibliography

Mandatory readings

Dummett, P., Lansford, L., Stephenson., (2016) Keynote Upper Intermediate Students Book. Cengage Learning. See chapters/pages7 and 10

Recommended readings

Tayfoor, S. (2004) Common mistakes at First Certificate and how to avoid them. Cambridge: Cambridge University Press. Book

Hashemi, L. & Thomas, B. (2008) Cambridge grammar for First Certificate: self-study grammar reference and practice . Cambridge: Cambridge University Press.

<https://www.flo-joe.co.uk/fce/students/> Online FCE practice tests.[online]. Available at [Accessed 8 July 2020]

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

7. Lecturer/s

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

Contact hour: Wednesdays: 1400hs - 1500hs by appointment

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 II-4s

Period: Semester 4

Lecturers:

Mr. Michael Ashby

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MODULE: LANGUAGES

AREA: ENGLISH LANGUAGE

SUBJECT: ENGLISH LANGUAGE II-4S

CODE: OB4ING-II

LANGUAGE: ENGLISH

YEAR: 2

PERIOD: SEMESTER 4

CREDITS: 3 ECTS

1. Subject objectives

The aim of this course is to consolidate and improve students' general knowledge 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 about viral videos. Listening Skills: Authentic Listening Kevin Allocca. . Related material: Stephen, H., Lansford, L, Dummet, P., (2016) Keynote Proficiency Student´s Book. Cengage Learning.

Session 2: News of the Day. Critical Thinking: Making Assumptions. Presentation Skill: Being clear and to the point.. Related material: Stephenson, H., Lansford, L, Dummet, P., (2016) Keynote Proficiency Student´s Book. Cengage Learning.

Session 3: News of the Day. Grammar: Gradability, Language focus: Collocations with intensifying adverbs. Discussion: Life without the Internet. . Related material: Stephenson, H., Lansford, L, Dummet, P., (2016) Keynote Proficiency Student´s Book. Cengage Learning.

Session 4: News of the Day. Reading: The medium is the message.. Related material: Stephen, H., Lansford, L, Dummet, P., (2016) Keynote Proficiency Student´s Book. Cengage Learning.

Session 5: News of the Day. Giving and explaining opinions. An online professional profile.. Related material: Stephenson, H., Lansford, L., Dummet, P., (2016) Keynote Student´s Proficiency Book, Cengage Learning.

Session 6: News of the Day. Review Unit 9.. Related material: Stephenson, H., Lansford, L., Dummet, P., (2016) Keynote Proficiency Student´s Book. Cengage Learning.

Session 7: News of the Day. Unit 10. The meaning of success. Authentic listening : Hedging. Related material: Stephen, H., Lansford, L., Dummet, P., (2016) Keynote Student´s Proficiency Book. Cengage Learning.

Session 8: News of the Day. Critical thinking: The message you take away.. Related material: Stephenson, H., Lansford, L., Dummet, P., (2016) Keynote Proficiency Student´s Book.

Session 9: News of the Day. Grammar: Verb and adjective patterns. Language focus: Patterns using adjective + that.. Related material: Stephenson, H., Lansford, L., Dummet, P., (2016) Keynote Proficiency Student´s Book. Cengage Learning.

Session 10: News of the Day. Reading : Success across generations. Listening: Looking for a job.. Related material: Stephenson, H., Lansford, L, Dummet, P., (2016) Keynote Proficiency Student´s Book. Cengage Learning.

Session 11: News of the Day. Speaking: Generation Z. Writing Skill: Phrases in report writing.. Related material: Stephenson, H., Lansford, L, Dummet, P., (2016) Keynote Proficiency Student´s Book. Cengage Learning.

Session 12: Review units 9 and 10 + Exam Revision.. Related material: Stephenson, H., Lansford, L, Dummet, P., (2016) Keynote Proficiency Student´s Book. Cengage Learning.

Session 13: Group Project Oral Presentation. Related material: Stephenson, H., Lansford, L, Dummet, 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 materia

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

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

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

Academic Work (Individual - 5%)

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

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

Academic Work (Individual - 10%)

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

- **News of the Day (Apr, 28/2020)**

Academic Work (Individual - 5%)

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

- **Writing Homework (Apr, 28/2020)**

Academic Work (Individual - 10%)

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

- **Group Project (Apr, 28/2020)**

Academic Work (Individual - 10%)

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

- **Grammar and Vocabulary (May, 05/2020)**

Final exam (Individual - 8%)

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

- **Listening Comprehension (May, 05/2020)**

Final exam (Individual - 8%)

Evaluated competences:

- **Writing (May, 05/2020)**

Final exam (Individual - 8%)

Evaluated competences:

- **Oral Exam (May, 05/2020)**

Final exam (Individual - 8%)

Evaluated competences:

- **Reading Comprehension (May, 05/2020)**

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 and the final exam must be 5 or above.

In order to pass this subject, the minimum mark for academic work and the final exam must be 5 or above. The final exam consists of five parts (reading comprehension, oral expression, listening, grammar, writing and vocabulary) all of which must be completed in order for the student to be evaluated. In the case that a student does not take any part of the exam, or does not achieve the minimum mark required, the average will not be calculated and the student must retake the failed sections (academic work, partial exams and/or the final exam) in the re-sit examination call. In the event that a student passes the oral exam but fails the main written exam, the oral mark will be carried over to the re-sit examination.

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 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, 09/2020)**

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, 09/2020)**

Final exam (Individual - 50%)

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

The student must retake the sections that were failed or not attended (academic work and/or final exam). Academic work will be recuperated by handing in a dossier of activities the details of which will be communicated to the student by the relevant teacher. The maximum mark for the dossier is 6/10. In order to pass the subject, the minimum mark for the academic work and the final exam must be 5 or above. In the case that a student does not sit for all the parts of the exam or does not reach the minimum mark, 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, 05/2020)**

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, 05/2020)**

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, grammar/vocabulary 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. Development of a project that can range from a simple brief project to very complex final year research. (Jun, 09/2020)**

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, 09/2020)**

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), 11.30

Week 7 (Mar, 10/2020), 11.30

Week 12 (Apr, 21/2019), 11.30

6. Bibliography

Mandatory readings

Dummet, P., Lansford, L., Stephenson, H., (2016) Keynote proficiency Student's Book. Cengage Learning. Chapters 9 and 10. See chapters/pages 9 and 10

Recommended readings

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

CNN, BBC World, Newsweek, Time Magazine

7. Lecturer/s

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

Contact hour: Available by appointment only

BA Degree in History and Rhetoric 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 in specialized training degrees ranging from Audiovisual subjects such as Production to Marketing and Publicity Management. Awarded Rookie Teacher of the Year in English as a Second Language at John Peter Tetard School in Bronx, New York.

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 must arrive at a maximum of 5 minutes late for an assessment activity. If they do not, then they will receive a zero for the assessment.

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 must be switched off unless the teacher permits them to use them for a specific activity during the lecture.

Punctuality: Students are expected to attend class on time.