

## Syllabus

### Subject

<b>Subject / Group</b>	29007 - English I / 1
<b>Degree</b>	Degree in Tourism (Affiliated Centre of the Eivissa Island Council) - First year
<b>Credits</b>	6
<b>Period</b>	Second semester
<b>Language of instruction</b>	English

### Professors

Lecturers	Office hours for students					
	Starting time	Finishing time	Day	Start date	End date	Office / Building
Hector F. Bonet Mari						You need to book a date with the professor in order to attend a tutoring session.

### Context

Anglès I is a compulsory subject within the area of Foreign Languages Applied to Tourism which, in turn, is one of the three components of the Instrumental Module.

As an instrumental subject, Anglès I (i.e. English for Tourism I), is an essential tool for communicating in international professional settings related to the tourism industry.

The learning of English for Tourism in the Degree of Tourism is organised in four levels of proficiency consisting of 3 compulsory subjects ( Anglès I, Anglès II, Anglès III) and an elective one ( Anglès IV).

Anglès I will deal with the language needed to provide customer service and tourist information at pre-intermediate level in the following professional settings: travel agencies, means of transport, hotels and tourist information services.

### Requirements

#### Essential

Students must at the very least be able to cope through the use of the English language in a range of everyday situations which require a largely predictable use of language.

#### Recommended

Students should have achieved an A2/B1 level of proficiency (as determined in the Common European Framework of Reference for Languages) in English as a Foreign Language in their post-obligatory secondary education.

### Skills

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### Specific

- \* 1. A command of the English language at an intermediate level so that students can develop all language skills and use the specific vocabulary needed to perform effectively in the tourism sector. .
- \* 8. Achieve a command of foreign languages and attain the information technology skills needed to interact in the tourism market, i.e. collecting and analysing data, carrying out statistics and qualitative data analysis, making on-line bookings and using computer applications.. .

### Generic

- \* 4 Ability to communicate information, ideas, problems and solutions in tourism-related settings to both specialist and non-specialist audiences. .
- \* 5 Development of those learning skills that are necessary for students to continue further study with a high degree of autonomy.. .
- \* 2 Apply the acquired technical and methodological knowledge to their work in a professional way by integrating the various areas of knowledge covered in the Tourism Degree. Prove that competences have been acquired by being able to engage in tourism related discussions and develop problem-solving techniques. .

### Basic

- \* You may consult the basic competencies students will have to achieve by the end of the degree at the following address: <http://www.uib.eu/study/grau/Basic-Competences-In-Bachelors-Degree-Studies/>

## Content

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As specified below, tuition in the first year is based on the coursebook English for International Tourism Pre-Intermediate, which deals with the areas of tourism related to the creation, promotion and selling of typical tourism products such as flights and package holidays. Two units have been excluded for practical reasons.

Here is a list of the different units done during the course.

### Range of topics

Content. EIT Pr-I  
UNIT

- 1 World tourism. Destinations. Sectors. Stats. Telephoning.
- 2 Jobs in tourism. Working conditions and skills. Business correspondence. Cover letters.
- 4 Package tours. Design. Cultural heritage. Historical facts.
- 5 Hotels. Services and facilities. Check-in. Complaints. Confirming a reservation.
- 6 Food & beverage. Catering for large groups. Describing dishes. Restaurant SWOT analysis.
- 7 Nature Tourism. Itinerary planning. Geographical features. Presentation skills. Adventure tourism.
- 8 Air travel. Airport facilities. Flight safety. Dealing with complaints.

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10 Marketing. Promotions. Trends in tourism. Negotiating.

### Teaching methodology

In-class work activities (2.4 credits, 60 hours)

Modality	Name	Typ. Grp.	Description	Hours
Theory classes	theory	Large group (G)	The course methodological approach integrates theory and practice of the language and combines both inductive and deductive learning techniques. Theory contents will cover the teaching/learning of the theoretical background needed to attain the linguistic, sociolinguistic and pragmatic skills required to interact with the customer in tourism related communicative settings. Theory modules will, therefore, look at the grammar, specific vocabulary and text type features, reading and writing techniques, principles of pronunciation, cross-cultural issues and pragmatic knowledge that will enable students to perform successfully when providing tourist services and information. The use of English, pronunciation and reading techniques will be taught in an inductive way, i.e. students will work out the rules from their experience of using and being exposed to the language. Likewise, specific vocabulary will be elicited from texts and materials used in class or through brainstorming activities. Concerning grammar, students will be provided with supplementary materials both for further training and remedial purposes. Familiarity with the genre and domain of tourism specific text types will be achieved both inductively (in the practical sessions) and deductively (in the theory sessions). On the other hand, writing techniques will be mainly taught in a deductive way i.e. students will be provided with the theory input needed to carry out the corresponding practical writing activities concerning the specific text types learnt in the course. Sociolinguistic and pragmatic competence as well as cross-cultural awareness will be partially approached from a theoretical standpoint though these competences will be more extensively developed in the practical classes. Exposure to the language will be reinforced by using the English language as the medium of instruction.	10
Practical classes	professional skills practice	Medium group (M)	The linguistic, sociolinguistic and pragmatic knowledge acquired through the theory modules will be put into practice throughout a series of task-based activities comprising role plays, simulations, pair-work tasks, and debates. All the activities will be related to tourism specific professional settings at a provision stage (i.e. providing direct customer service and/or information on tourist services and products). All activities will be designed to integrate the four skills: reading, writing, speaking and listening; and students will be expected to use the specific vocabulary, and be able to identify the text-types which are relevant to every professional setting and communicative function.	18

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Modality	Name	Typ. Grp.	Description	Hours
			Regarding sociolinguistic competence, interpersonal and cross-cultural skills, students will be exposed to authentic language and made aware of language appropriateness and behaviour in every professional setting. Practical sessions will also foster pragmatic competence by progressively increasing the complexity of discourse structure and the functional range of the tasks to be carried out either individually or in group. English will be used as a medium of instruction and students will be encouraged to use English for classroom interaction.	
Practical classes	oral assignment	Medium group (M)	Students are required to do an oral assignment in pairs. For the stronger group this is an oral presentation in class in order to increase fluency, develop skills for speaking in public, and improve comprehension of spoken English (rest of class). For the weaker group, it involves a four- to five-minute recorded interview with a tourist, emailed to the teacher, together with a printed outline of the interview contents.	18
ECTS tutorials	group tutorials	Small group (P)	Group tutorials are advisory sessions where students will be encouraged to report on their progress related both to the learning of theory and the acquisition of practical skills.	7
Assessment	Class participation	Large group (G)	To monitor and reward each student's performance. Different aspects considered here may be:  percentage of attendance* attitude regarding classwork, peers and teacher activities done on your own to improve your English, such as composition writing and/or specific grammar exercises, motivation, active participation, preparation of activities, active involvement in research needed for projects and task-based activities.	0
Assessment	oral test	Small group (P)	Assessing the students' achievement of the course objectives. This test is sat in pairs and involves tasks such as have been done throughout the course. Namely, discussion, opinion giving, suggestion making and role play. The topics discussed being those dealt with on the course. Like with the listening test, this is done only after the students has reached a Pass mark in the Reading and Writing section.	3
Assessment	Listening test	Medium group (M)	Assessing the students' achievement of the course objectives. Students are tested on their ability to understand spoken English at the level practised in class, though only after passing the Reading and Writing section of the course. The passages deal with tourism-related topics.	1
Assessment	Reading and Writing exam	Medium group (M)	Assessing the students' achievement of the course objectives. Students are assessed through an end-of-term exam lasting up to 90 minutes. This exam is made up of two parts corresponding to: 1 Grammar and vocabulary, and 2 Composition.	3

At the beginning of the semester a schedule of the subject will be made available to students through the UIB digital platform. The schedule shall at least include the dates when the continuing assessment tests will be conducted and the hand-in dates for the assignments. In addition, the lecturer shall inform students as to

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whether the subject work plan will be carried out through the schedule or through another way included in the Aula Digital platform.

### Distance education tasks (3.6 credits, 90 hours)

Modality	Name	Description	Hours
Individual self-study	Text composition	For writing practice, the student writes a number of compositions, chosen from a list of suggested writings related to the topics contained in the coursebook and covered in class. The compositions are submitted to the teacher, who marks them and returns them to the student, thus providing personalised feedback.	8
Individual self-study	readers	Students will be offered the option of reading one book in simplified English in order to improve their mark for the Assignment Section. A list of books to choose from will be made available to the students. The activity will include a comprehension test on a set date.	7
Group self-study	Preparatory work	Preparing the activities to be carried out before the class, especially the carrying out of oral presentations.	15
Group or individual self-study	Grammar Pal	Individual self-study. The Grammar Pal is a compendium of the grammar element of the course is provided and accessed online by the student. It includes rules, explanations, examples and plenty of exercises. Any aspect proving difficult or problematic is brought up in class for discussion and further practice.	20
Group or individual self-study	Complementary Study Programme	Learning and revising theory. Completing a set of exercises designed to complement the work done in class time. This includes revising and practising vocabulary, exercises in the coursebook, other exercises focusing on specific grammar points, pronunciation, exam practice and suggested topics for composition writing.	40

### Specific risks and protective measures

The learning activities of this course do not entail specific health or safety risks for the students and therefore no special protective measures are needed.

### Student learning assessment

#### 8. STUDENT LEARNING ASSESSMENT

Evaluation of this course involves different techniques, such as direct observation, papers and projects, objective tests and self-assessment systems.

It is divided into three areas:

- Assignments (including English 'readers', completion of a set of exercises set for homework, text composition, compulsory grammar exercises, oral presentation, field work and others) (30% of the grade).
- Reading and Writing (grammar and vocabulary), (40% of the grade). The student needs to pass this section before he/she can sit the tests corresponding to the Speaking & Listening section.

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c) Speaking and Listening tests (20% of the grade). NOTE: the Reading & Writing section needs to be passed in order to gain access to these tests.

NOTE: To obtain a PASS grade, the student will need to have a minimum of 60% of correct answers.

STUDENTS ARE REQUIRED TO PASS IN ALL THREE AREAS before they obtain a final pass in this subject.

The remaining 10% of the grade reflects the following aspects of the student's performance:

- \* percentage of attendance
- \* attitude regarding classwork, peers and teacher
- \* activities done on their own for the improvement of their English, such as composition writing and / or grammar exercises
- \* motivation and active participation in both theory-related class work and task-based activities, such as role-plays, simulations and debates, where students should demonstrate acquisition of the skill-based course contents and show their ability to provide professional service and cope with problems.
- \* Preparation of activities
- \* Active involvement in pre-planning work for group performances to be held before the class.

NB. TEST DATES and DEADLINES: Assignments must be handed in by the set deadline, and tests will be given on the set dates. In the event that a student has a problem with either, they must speak to the teacher BEFOREHAND. Projects handed in late, or failure to do a test will result in the student's being penalized or their scoring 0 points on it.

JULY EXAMS: Students retaking tests in July will only need to sit the exams corresponding to the parts they did not pass during the course: Assignments (students will also need to submit any project which did not obtain a pass mark during the course) and/or Reading and Writing and/or Speaking and Listening. Depending on which part they failed, students may be required to do some extra work before the exams, and so they must check with the teacher at the end of the course.

NB. GRADES are NOT saved from one academic year to the next.

### Frau en elements d'avaluació

In accordance with article 33 of Academic regulations, "regardless of the disciplinary procedure that may be followed against the offending student, the demonstrably fraudulent performance of any of the evaluation elements included in the teaching guides of the subjects will lead, at the discretion of the teacher, a undervaluation in the qualification that may involve the qualification of "suspense 0" in the annual evaluation of the subject".

#### oral assignment

Modality	Practical classes
Technique	Real or simulated task performance tests ( <b>retrievable</b> )
Description	Students are required to do an oral assignment in pairs. For the stronger group this is an oral presentation in class in order to increase fluency, develop skills for speaking in public, and improve comprehension of spoken English (rest of class). For the weaker group, it involves a four- to five-minute recorded interview with a tourist, emailed to the teacher, together with a printed outline of the interview contents.
Assessment criteria	Assessment of student's ability in public speaking, after due training.

Final grade percentage: 10%

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### Class participation

Modality	Assessment
Technique	Observation techniques ( <b>non-retrievable</b> )
Description	To monitor and reward each student's performance. Different aspects considered here may be: percentage of attendance* attitude regarding classwork, peers and teacher activities done on your own to improve your English, such as composition writing and/or specific grammar exercises, motivation, active participation, preparation of activities, active involvement in research needed for projects and task-based activities.
Assessment criteria	percentage of attendance* attitude regarding classwork, peers and teacher activities done on your own to improve your English, such as composition writing and/or specific grammar exercises, motivation, active participation, preparation of activities, active involvement in research needed for projects and task-based activities.

Final grade percentage: 10%

### oral test

Modality	Assessment
Technique	Oral tests ( <b>retrievable</b> )
Description	Assessing the students' achievement of the course objectives. This test is sat in pairs and involves tasks such as have been done throughout the course. Namely, discussion, opinion giving, suggestion making and role play. The topics discussed being those dealt with on the course. Like with the listening test, this is done only after the students has reached a Pass mark in the Reading and Writing section.
Assessment criteria	assessment of student's ability at linguistic production based on their achievement after class instruction

Final grade percentage: 10%

### Listening test

Modality	Assessment
Technique	Objective tests ( <b>retrievable</b> )
Description	Assessing the students' achievement of the course objectives. Students are tested on their ability to understand spoken English at the level practised in class, though only after passing the Reading and Writing section of the course. The passages deal with tourism-related topics.
Assessment criteria	assessment of listening skills

Final grade percentage: 10%

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### Reading and Writing exam

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Modality	Assessment
Technique	Objective tests ( <b>retrievable</b> )
Description	Assessing the students' achievement of the course objectives. Students are assessed through an end-of-term exam lasting up to 90 minutes. This exam is made up of two parts corresponding to: 1 Grammar and vocabulary, and 2 Composition.
Assessment criteria	assesses students' achievement of the course objectives regarding these two skills as combined with specific vocabulary and grammar taught in the classroom. It has two parts: Part 1: Grammar and vocabulary (30 marks), and Part 2: Composition (10 marks).

Final grade percentage: 40%

### Text composition

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Modality	Individual self-study
Technique	Papers and projects ( <b>retrievable</b> )
Description	For writing practice, the student writes a number of compositions, chosen from a list of suggested writings related to the topics contained in the coursebook and covered in class. The compositions are submitted to the teacher, who marks them and returns them to the student, thus providing personalised feedback.
Assessment criteria	Based on the Oral Presentation.

Final grade percentage: 10%

### readers

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Modality	Individual self-study
Technique	Objective tests ( <b>retrievable</b> )
Description	Students will be offered the option of reading one book in simplified English in order to improve their mark for the Assignment Section. A list of books to choose from will be made available to the students. The activity will include a comprehension test on a set date.
Assessment criteria	after reading a book in simplified English, students sit a comprehension test

Final grade percentage: 0%

### Grammar Pal

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Modality	Group or individual self-study
Technique	Objective tests ( <b>retrievable</b> )
Description	Individual self-study. The Grammar Pal is a compendium of the grammar element of the course is provided and accessed online by the student. It includes rules, explanations, examples and plenty of exercises. Any aspect proving difficult or problematic is brought up in class for discussion and further practice.
Assessment criteria	students sit a grammar test on self-study carried out at home

Final grade percentage: 10%

### Resources, bibliography and additional documentation

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## Syllabus

### Basic bibliography

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Iwonna Dubicka and Margaret O'Keeffe (2013). English for International Tourism. Pre-intermediate.

### Complementary bibliography

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- Alcaráz Varó, E. y otros. (2000). Diccionario de términos de turismo y de ocio. Inglés- Español/Español - Inglés. Barcelona: Ariel Referencia.
- Allsop, J. (2000). Test your verbs. Harlow: Pearson Education Limited.
- Assorted Readers (Vocab 1200 words and up)
- Cambridge Advanced Learner's Dictionary. Cambridge: Cambridge University Press.
- Chapman, R. (2007). English for e-mails. Oxford: Oxford University Press.
- Collins Cobuild English Language Dictionary.
- Duckworth, M. (2003). Business Grammar & Practice. Oxford: Oxford University Press.
- Eastwood, J. (2006). Oxford Practice Grammar. Oxford: Oxford University Press.
- Gordon, D. (2007). English for Telephoning. Oxford: Oxford University Press.
- Gran Diccionario Larousse. Español-Inglés / Inglés- Español.
- Murphy, R. (2004). Essential Grammar in Use. Cambridge: Cambridge University Press.
- Murphy, R. (2004). English Grammar in Use. Cambridge: Cambridge University Press.
- Oxenden, C (2004) "New English File" Elementary and Intermediate, Oxford U.P.
- Pohl, A. (1996,2002). Test your Professional English. Hotel and Catering. Harlow: Pearson Education Limited.
- Swan, M. (1980,1995). Practical English Usage. Oxford: Oxford University Press.
- Vince, M.(1998). Intermediate Language Practice with Key. Oxford: Macmillan Publishers Ltd.
- Walker, R.; Harding, K. (2006). Tourism 1(Provision). Oxford: Oxford University Press.
- Walcyn-Jones & Farrell, M. (2002). Idioms. Harlow: Pearson Education Limited.
- Walcyn-Jones & Farrell, M. (2002). Test your Vocabulary, levels 2 to 5. Harlow: Pearson Education Limited.
- Wood, N. (2003). Tourism and Catering Workshop. Oxford: Oxford University Press.

### Other resources

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SOME USEFUL WEBSITES. The internet is full of useful websites to aid the student in their learning process. Here are a few.

#### DICTIONARIES ONLINE

- Bilingual: [www.wordreference.com](http://www.wordreference.com)
- Excellent monolingual: [www.thefreedictionary.com](http://www.thefreedictionary.com)
- Pronunciation: [www.howjsay.com](http://www.howjsay.com)
- For slang: [www.urbandictionary.com](http://www.urbandictionary.com)
- Online etymology dictionary : [www.etymonline.com](http://www.etymonline.com)

#### FOR VARIOUS ACTIVITIES

- [www.oup.com/elt/englishfile/intermediate](http://www.oup.com/elt/englishfile/intermediate)
- [www.englishclub.com](http://www.englishclub.com)
- [www.free-english.com](http://www.free-english.com) for activities, games
- [www.bbc.co.uk](http://www.bbc.co.uk) for news, videos, and different activities, puzzles, quizzes, ...

#### IBIZA RELATED

[theibizan.com](http://theibizan.com)

#### RADIO

for BBC radio podcasts





## Syllabus

<http://www.bbc.co.uk/podcasts/>

