

Syllabus

Subject

Subject / Group	29906 - English I / 2
Degree	Degree in Hotel Management (Aff. Centre Hotel Management of the BI) - First year
Credits	6
Period	2nd semester
Language of instruction	English

Professors

Lecturers	Office hours for students					
	Starting time	Finishing time	Day	Start date	End date	Office / Building
Tamara Bouso Rivas <i>Responsible</i> tamara.bouso@uib.es	09:00	10:00	Tuesday	12/09/2019	31/07/2020	Escola d'Hoteleria de les Illes Balears (Aula 27)

Context

The subject *English I*, is framed in module 1, *Languages*. The capability to interact fluently and correctly in professional situations has become a must among the skills expected of future professionals in an increasingly internationalized environment. In the Degree of Hotel Management, *English I* is considered as 'core' given its introductory character, this subject, introduces the student to the study of English for tourism and hospitality, in situations as the interaction with the client, presentations, meetings, negotiations, etc.. The syllabus will cover the basics enabling the student to deepen into more specific matters through the further subjects: *English II*, *English III* and *Business English*.

Requirements

No prerequisites are required in the sense that it is not compulsory to have passed any previous subject to be enrolled in the present course.

Recommended

Have lower intermediate command of English (B1 CEFR) in order to follow the classes comfortably.

Skills

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Specific

- * CE12. Communicate orally and written in two foreign languages at a general level, as well as in different environments related to the field of hospitality. CE14. Provide alternative and creative solutions to possible problems that arise in the field of direction, management, organization, planning and business administration, both in their own languages and in at least one foreign language.

Generic

- * CG2. Develop a critical thinking and reasoning and know how to communicate it effectively, in the context of the tourism and hospitality sector, both in their own languages and in a third language.

Transversal

- * CT2. Develop independent learning strategies.
- * CT3. Understand that any professional activity must be carried out with respect for fundamental rights, the promotion of equality between women and men, the principle of universal accessibility and design for all and environmental protection in accordance with the values of a culture of peace and of democratic values.
- * CT4. Work in an intercultural context

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

The main objective of the *English I* is to introduce the student to the English language in the hospitality and catering context. The students of the Degree in Hotel Management will have a first introductory course, which, followed by the rest of the English subjects, will help them in their professional future, since correct communication in English is a fundamental tool.

According to the Memory of the degree in Hotel Management, the descriptors of this subject are the following:

- Linguistic and functional contents of a general and specific nature for hotel and restaurant management.
- Phonetics of English I
- Grammatical contents applied to communication I.
- Specific lexical contents related to the tourism sector and especially to hotel and restaurant management I
- Practice of communication skills:

. Comprehension and written expression using linguistic functions, grammar and vocabulary learned. Mention to different registers.

. Comprehension and oral expression using linguistic functions, grammar and vocabulary learned. Mention to different registers.

Range of topics

Unit 1. General and specific linguistic and functional contents

- In the hotel and restaurant management context, keep a conversation with the client using a formal register and avoiding the use of overly familiar expressions, without losing the courtesy.
- Understand written texts, both short and long, on various topics, especially on issues related to the hotel world.

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Unit 2. Phonetics of English I

Unit 3. Grammatical contents

- Grammatical contents from level B1 applied to communication I.

Unit 4. Lexical contents

- Specific lexical contents related to the tourism sector and especially to hotel and restaurant management I

Unit 5. Practice of communication skills

- Comprehension and written expression using linguistic functions, grammar and vocabulary learned. Mention to different registers.

- Comprehension and oral expression using linguistic functions, grammar and vocabulary learned. Mention to different registers.

Teaching methodology

In-class work activities (3.6 credits, 90 hours)

Modality	Name	Typ. Grp.	Description	Hours
Theory classes	Content presentation	Large group (G)	Presentation of the units listed in the contents of the subject. Introduction of professional skills presented in the contents of the subject.	36
Laboratory classes	Listening, reading, language work	Medium group (M)	Development of communicative activities from a B1 level in English for hospitality and restaurant situations. Laboratory class work will include specific activities focused on the communicative skills, with special emphasis put on oral skills. Practical and laboratory classes will be completed with class exercises intended to develop the command of a wider range of grammatical and syntactic resources.	45
ECTS tutorials	Group tutorials	Medium group (M)	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.	3
Assessment	Progress-assessment tests	Medium group (M)	Formal assessment of grammar and lexical acquisition.	2
Assessment	Oral exam	Small group (P)	Oral exam consisting in reading, role play and interview.	2
Assessment	written exam	Large group (G)	Formal assessment of written skills (writing and Reading) as well as listening comprehension under exam conditions	2

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

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Distance education tasks (2.4 credits, 60 hours)

Modality	Name	Description	Hours
Individual self-study	Daily coursework/task completion	Individual completion of exercises and cases set as homework on a daily basis.	45
Group or individual self-study	Preparation for tests and oral and final exams	Study of lexical and grammatical contents for end-of-unit progress assessment tests and practice of oral skills in order to role play a hotel or restaurant situation proposed under exam conditions, as well as study for the final exam	15

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

Frau en elements d'avaluació

In accordance with article 33 of Regulation of academic studies, "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".

Listening, reading, language work

Modality	Laboratory classes
Technique	Objective tests (non-recoverable)
Description	Development of communicative activities from a B1 level in English for hospitality and restaurant situations. Laboratory class work will include specific activities focused on the communicative skills, with special emphasis put on oral skills. Practical and laboratory classes will be completed with class exercises intended to develop the command of a wider range of grammatical and syntactic resources.

Assessment criteria

Final grade percentage: 15%

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Progress-assessment tests

Modality	Assessment
Technique	Objective tests (non-recoverable)
Description	Formal assessment of grammar and lexical acquisition.
Assessment criteria	
Final grade percentage:	25%

Oral exam

Modality	Assessment
Technique	Oral tests (recoverable)
Description	Oral exam consisting in reading, role play and interview.
Assessment criteria	
Final grade percentage:	30%with a minimum grade of 5

written exam

Modality	Assessment
Technique	Objective tests (recoverable)
Description	Formal assessment of written skills (writing and Reading) as well as listening comprehension under exam conditions
Assessment criteria	
Final grade percentage:	30%with a minimum grade of 5

Resources, bibliography and additional documentation

Basic bibliography

- Strutt, P. (2013). English for International Tourism. New Edition. Student's book with DVD. Essex: Pearson Education Ltd. ISBN 9781447923831.
 - Harrison, L. (2013). English for International Tourism. New Edition. Workbook with key and CD. Essex: Pearson Education Ltd. ISBN 9781447923855.
- The material that the teacher provides to the student.

Complementary bibliography

- O'Hara, F. (2002). Be My Guest. English for the Hotel Industry. Student's Book. Cambridge: Cambridge University Press.
- Seymour, M. (2011). Hotel and Hospitality English. London: Collins.
- Harding, K., Walker, R. (2016). Oxford English for Careers , Tourism 1. Oxford : Oxford University Press.
- Harding, K., Walker, R. (2011). Oxford English for Careers , Tourism 2. Oxford : Oxford University Press.
- Murphy, R. (2012). English Grammar in Use. Cambridge: Cambridge University Press.
- Swan, M. (2005). Practical English Usage. Oxford: Oxford University Press.
- Online resources:
<https://en.oxforddictionaries.com/>
<https://www.macmillandictionary.com/>
<https://dictionary.cambridge.org/>



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<https://www.ldoceonline.com/>
<https://www.linguee.es/>
<http://www.ozdic.com/>
<http://www.webcorp.org.uk/>
<https://howjsay.com/>
<http://www.bbc.co.uk/learningenglish/>
<https://learnenglish.britishcouncil.org/>

Other resources

<http://news.bbc.co.uk/>
<http://wikitravel.org/en>
www.thefreedictionary.com
www.caterer.com
www.wordreference.com
<http://diccionario.reverso.net/>
<http://www.webcorp.org.uk/>

