

Syllabus

Subject

Subject / Group	29910 - English II / 1
Degree	Degree in Hotel Management (Aff. Centre Hotel Management of the BI) - Second year
Credits	6
Period	1st semester
Language of instruction	

Professors

Lecturers	Office hours for students					
	Starting time	Finishing time	Day	Start date	End date	Office / Building
Tamara Bouso Rivas 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

English II is included, together with the rest of language-focused subjects in the module 1, *Lenguages*. This is a compulsory subject within the degree Hotel Management Syllabus. This is due to the high value of English as an essential communication tool in the globalised environment of the tourist and hospitality industry. It is, precisely, the global, thereby multicultural nature of this sector that justifies an approach to English as an intercultural, international language. Finally, the subject builds upon the knowledge and skills previously acquired in the basic subject 'English I', taught in the degree's first year. For this reason both the contents and materials used will correspond to level B2 of the CEFR.

The learning of English for the degree in Hotel Management is organised in four levels of proficiency consisting of 4 compulsory subjects (English I, English II, English III and English for Managers) and an elective one (Oral Communication in 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.

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Recommended

Have intermediate command of English (B1 CEFR) in order to follow the classes comfortably and have passed English I

Skills

Specific

- * E12. 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 II is to continue learning the English language in the hospitality and catering context . The students of the Degree in Hotel Management will have a second 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:

- Extension of linguistic functions of a general and specific nature for hotel and restaurant management.
- Phonetics of English II
- Grammar content applied to communication II
- Specific lexical contents related to hotel and restaurant management II
- Practice of communication skills:
 - Comprehension and written expression using linguistic functions, grammar and vocabulary learned (formal letters, tourist triptychs, discursive essays, reports, specialized articles, etc.)
 - Comprehension and oral expression. Simulated performances (role-plays) and group discussions.

Range of topics

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Linguistic functions for hotel and restaurant management.. Unit 1

- 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. Also focus to the Reception as a hotel department.

- Understand written texts, both short and long, on various topics, especially on issues related to the hotel world, specifically for the Reception department.

Phonetics of English II. Unit 2

Grammar content applied to communication II. Unit 3

- Grammatical contents applied to communication II

Specific lexical contents. Unit 4

Specific lexical contents related to the tourism sector and especially to hotel, reception and restaurant management II

Practice of communication skills. Unit 5

Practice of communication skills:

- Comprehension and written expression using linguistic functions, grammar and vocabulary learned (formal letters, tourist triptychs, discursive essays, reports, specialized articles, etc.)

- Comprehension and oral expression. Simulated performances (role-plays) and group discussions.

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 necessary resources for the student to develop the skills enabling him/her to interact effectively in actual communicative situations. Study of lexical, grammatical and pragmatic contents arising from the subject's contents.	36
Laboratory classes	Listening, reading, language work	Medium group (M)	Development –through increasingly complex communicative activities–oral and written skills within the framework provided by the subject contents. Task resolution where specific language knowledge and communicative skills will be practised. Strengthening, extension and increasing complexity of syntactic and lexical contents, fostering the normal use of specific professional vocabulary and conventions. Special emphasis will be placed on the students' use of English during practical classes.	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

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Modality	Name	Typ. Grp.	Description	Hours
Assessment	Oral exam	Small group (P)	Oral exam consisting in reading, role play and interview.	2
Assessment	Written exam	Medium group (M)	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 UIBdigital 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.

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 and study of lexical and grammatical contents.	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, reception or restaurant situation proposed under exam conditions, as well as study for the the exams	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

Grading criteria:

- 1) Students need to obtain a pass in both the oral and the written exam.
- 2) The grade obtained in the midterm exam will only be considered when students pass both the oral and the written exam.

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".

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Listening, reading, language work

Modality	Laboratory classes
Technique	Objective tests (non-recoverable)
Description	Development –through increasingly complex communicative activities-oral and written skills within the framework provided by the subject contents.Task resolution where specific language knowledge and communicative skills will be practised.Strengthening, extension and increasing complexity of syntactic and lexical contents, fostering the normal use of specific professional vocabulary and conventions.Special emphasis will be placed on the students’ use of English during practical classes.

Assessment criteria

Final grade percentage: 15%

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) aswell 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 Upper Intermediate Coursebook New Edition with DVD-ROM. Editorial Pearson
ISBN-13:978-1447923916
- Cowper, Anna. (2013) English for International Tourism Upper Intermediate New Edition Workbook with Key and Audio CD
ISBN-13:978-1447923930



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The material that the teacher provides to the student.

Complementary bibliography

Ashley, A. (2003). The Oxford Handbook of Commercial Correspondence, Oxford: Oxford University Press.
Goodale, M. (1987). The language of meetings. Boston: Thomson Heinle
Downes, C. (2008). Cambridge English for Job-hunting. Cambridge: Cambridge University Press.
Williams, E.J. (2008). Presentations in English, Oxford: MacMillan. 10.2.1 Dictionaries
Alcaráz Varó, E. et al. (2000). Diccionario de términos de turismo y de ocio. Inglés-Español/Spanish-English. Barcelona: Ariel Referencia.
Collins COBUILD English Dictionary for Advanced Learners (3rd edition), Glasgow: Harper Collins.
Smith, C. et al. (1989). Collin's (Spanish -English, English-Spanish) Dictionary, Glasgow: Collins Publishers. 10.2.2. Grammar
Eastwood, J. (2001). Oxford Practice Grammar. Oxford: Oxford University Press. Murphy, R. (2004). English Grammar in Use. Cambridge: Cambridge University Press.
Swan, M. (1996). Practical English in Use, Oxford: Oxford University Press.
Thomson, A.J. and Martinet, A. V. (1986). A Practical English Grammar. 4^a Ed. Oxford: Oxford University Press.

Other resources

Online resources:

<https://en.oxforddictionaries.com/>
<https://www.macmillandictionary.com/>
<https://dictionary.cambridge.org/>
<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/>

