

GUÍA DOCENTE CURSO: 2024-245

BASIC INFORMATION

Course	Lenguajes Profesionales: Inglés para Turismo		
Code:	70483124	Plan:	Máster en Estudios Ingleses: Aplicaciones Profes. y Comunic. Intercultural
Academic year:	2024-25	Ciclo formativo:	Máster Universitario Oficial
Year:	1	Category:	Obligatoria
Time frame:	Second semester		

DISTRIBUTION OF HOURS ACCORDING TO REGULATIONS

Credits: 3

Total Hours: 75

USE OF ONLINE PLATFORM: Multimodal

DATOS DEL PROFESORADO

Name	Galera Masegosa, Alicia		
Department	Filología		
Building	DEPARTAMENTAL HUMANIDADES II 2		
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Personal Web resources	Web de Galera Masegosa, Alicia		

ELEMENTS RELATED TO THE COURSE

Justification of contents

1. The necessity of delving into a specific use of the English language: the tourism sector
2. Training and qualification of the student in English for a specific and constantly evolving sector
3. Response to the needs and demands of the tourism sector in the province

Related courses in the plan

Professional English

Required skills for the course

Advanced level of English

Required skills as shown in the Master's memo

University degree

COMPETENCES

Basic and General Competences

Competencias Básicas

- Acquisition of knowledge
- Application of knowledge
- Learning skills

Cross-curricular competences

- Knowledge of a second language
- Basic knowledge about the profession
- Use of TIC

Specific competences to be developed

1. Ability to acquire the necessary skills to communicate effectively in a professional context.
2. Acquisition of the necessary skills for effective communication in an intercultural professional context
3. Ability to develop the necessary language skills to achieve effective communication in English in tourist environments.
4. Demonstrate learning skills that allow managing professional activities in the field of tourism in English.

OBJECTIVES/RESULTS

- 1.-Training students in the descriptive use of the English language
- 2.-Ability to develop the necessary skills in the production of oral and written speeches in the professional context
- 3.-Oral and written communication skills to ensure accurate transmission of instructions, recommendations and advice
- 4.-Recognizing the value of information and identifying the needs for general and specific information

PLAN

Topics

English for tourism

Introduction: Intercultural competence and linguistic ability

1.- Travel and tourism

- Planning the trip
- Means of transport
- Tourist guides

- Art and museums

2.- Hotels and restaurants

- Customer service
- Complaints / offering help and solutions
 - Dealing with problems. Apologies.
 - Handling telephone calls
- Hotel management

Tasks and Teaching Methodology /Alternative plan in the eventuality of scenarios A and B

50% FACE-TO-FACE CLASSES (PARTICIATORY MASTER CLASS, Audiovisual resources, Reading texts and comprehension exercises, Activities on specific vocabulary related to tourism, Roleplay: tour guides, customer service. 50% ONLINE (AUTONOMOUS STUDENT WORK, HANDING IN ACTIVITIES THROUGH AULA VIRTUAL).

Alternative plan: Faced with high levels of health alert, face-to-face activities will be taught online (via videoconference).

Innovative teaching

Functional Diversity

Those students with special disabilities or educational needs may contact the Delegation of the Rector for Functional Diversity (<http://www.ual.es/discapacidad>) to receive appropriate guidance or advice and facilitate better use of their training process. In the same way, they may request the implementation of the necessary adaptations of content, methodology and evaluation that guarantee equal opportunities in their academic development. The treatment of information about these students, in compliance with the LOPD, is strictly confidential. The teachers responsible for this guide will apply the adaptations approved by the Delegation, after notifying the Center and the course coordinator.

COMPETENCE ASSESSMENT

Assessment criteria / Alternative plan in the eventuality of scenarios A and B

ORDINARY AND EXTRAORDINARY CALLS

ORAL PRESENTATIONS IN CLASS (40%); WRITTEN ACTIVITIES (40%); ACTIVE PARTICIPATION IN CLASS (20%).

ALTERNATIVE FINAL SINGLE EVALUATION: 100% PRESENTATION OF STUDENT'S WORK, ORAL AND WRITTEN.

“Alternative Plan: The information indicated in the assessment section will be maintained. In cases where the health authorities advise and / or agree not to attend the assessment tests in the ordinary and / or extraordinary calls, the tests indicated will be done through the virtual platform ”

In accordance with the provisions of Ch. 1.4.4 of the "Regulations for the Assessment of Student Learning at the University of Almería", the practice of plagiarism will be penalized both in the work done by other students and in bibliography and web pages. The detection of deliberate plagiarism may result in a failure grade.

Follow-up mechanisms

- Registration and access to Aula Virtual
- Delivery activities in class
- Delivery of activities in Aula Virtual
- Others: Plagiarism will not be allowed. If any plagiarism is detected in any of the activities, this will result in the failure of the course.

BIBLIOGRAPHY

Recommended bibliography

Basic

- Harding and Henderson. High Season. English for the Hotel and Tourist Industry. oxford University Press. 1994.
- Keith Harding. Going International. Upper-intermediate. Oxford U.Press. 1998.
- Miriam Jacob. English for International Tourism. Longman. 1997.
- Rod Revell, Trish Stott . Highly Recommended: English for the Hotel and Catering Industry. Oxford. 2000.
- Vicki Hollett and Norman Whitby. Lifestyle. English for work, socializing and travel. Longman. 2010.

Additional

Other

Available bibliography in the UAL library

<http://almirez.ual.es/search/x?SEARCH=70483124>

WEBLIOGRAPHY