

Course Unit	English I	Field of study	Languages
Bachelor in	Tourism	School	School of Public Management, Communication and Tourism
Academic Year	2019/2020	Year of study	2
Type	Semestral	Semester	1
Level	1-2	ECTS credits	6.0
Code	9254-532-2102-00-19		
Workload (hours)	162	Contact hours	T - TP 60 PL - TC - S - E - OT - O -

T - Lectures; TP - Lectures and problem-solving; PL - Problem-solving, project or laboratory; TC - Fieldwork; S - Seminar; E - Placement; OT - Tutorial; O - Other

Name(s) of lecturer(s) Marisa de Jesus Neiva Afonso

### Learning outcomes and competences

At the end of the course unit the learner is expected to be able to:

1. Understand and summarise technical texts on the area of tourism
2. Use specific and general terminology
3. Produce clear oral texts
4. Understand spoken English in a wide range of accents and at a native rate of delivery and rhythm up to an upper-intermediate level
5. Use the grammar and vocabulary of the English language up to an upper-intermediate level of understanding
6. Display competency in writing in various styles, with contents, organisation, cohesion, range of vocabulary and linguistic structures and effect on the reader being the main factors to consider
7. Acquire linguistic fluency, spelling correction and lexis knowledge adequate to the level demanded (B2 of CEFR)

### Prerequisites

Before the course unit the learner is expected to be able to:  
Understand, analyse and apply grammar and lexical structures at the B1 level of CEFR.

### Course contents

1. What is Tourism? / Trends in Tourism / Tourism today: Introduction to Tourism: Basic concepts; Types of tourism, types of holidays; 2. Different kinds of people: Working in travel and tourism: tour guides, tour operators and travel agents; 3. Hotel facilities; 4. Food and Drink; 5. Promotion and marketing in tourism and culture
6. Language functions 7. Language/grammar structures (revision and consolidation).

### Course contents (extended version)

1. What is Tourism? / Trends in Tourism / Tourism today:
  - basic concepts of tourism, culture and history
  - tourism structure: organisation of tourist information
  - tourism, culture and heritage: sites of tourism and cultural attractions
  - tourism types; types of holidays; tourism organisations and tourist boards
  - countries, nationalities and languages
2. Different kinds of people: Working in travel and tourism:
  - jobs in the tourism industry;
  - respecting cultural traditions (being friendly and helpful); particularities of the British culture
  - tour guides; tour operators and travel agents
  - on the phone
3. Hotel facilities:
  - facilities at a hotel and at a resort
  - reserving accommodation; checking in /(out) to a hotel
4. Food and Drink:
  - welcoming customers to a restaurant
  - explaining the menu (dishes)
  - dealing with complaints
5. Promotion and marketing in tourism and culture:
  - promoting a destination
  - identifying strengths and weaknesses of a country
  - Writing promotional material / reporting on a fam trip
6. Language functions:
  - making enquiries; making complaints.
  - giving and asking for information.
  - summarizing cultural and historical events
  - talking about past events; describing actions
  - expressing ability, possibility; inviting and replying to invitations
  - communicating at work: handling complaints, handling questions effectively
7. Language/grammar structures:
  - past and future verb forms
  - passive voice
  - gerunds and infinitives, linking words
  - prepositional phrases, phrasal verbs
  - common collocations
8. Writing:
  - letters (of complaint, inviting and replying to invitations, etc);
  - emails
  - description of tourism itineraries/ tours
  - reports
9. Vocabulary (within the Tourism Industry area and related areas):
  - travel and tourism management
  - formalities
  - idioms

### Recommended reading

1. Strutt, Peter. (2017). English for International Tourism. Intermediate Coursebook. Pearson. [ISBN 978-1-4479-2383-1].
2. Harrison, Louis. (2017). English for International Tourism. Intermediate Workbook. Pearson. [ISBN 978-1-4479-2385-5]
3. Wyatt, R. (2007). Vocabulary Workbook. Check your English Vocabulary for Leisure, Travel and Tourism. London: A & C Black Publishers. [ISBN 0713687363, 9780713687361]
4. Thubron, Colin (2017). Night of fire. Vintage. [ISBN 9780099532651].

### Teaching and learning methods

Communicative methodology embraces all four basic skills in a highly interactive context, with a strong focus on practical activities. An equal attention is given to basic and some more complex grammar and specific vocabulary, in accordance with the contents of the unit. Students will also work on a set of worksheets and homework tasks to consolidate students' effective learning.

### Assessment methods

1. Continuous assessment - (Regular, Student Worker) (Final)
  - Intermediate Written Test - 60% (English in Use: Grammar, vocabulary, listening and reading)
  - Intermediate Oral Test - 40% (Full reading of a recommended book.)
2. Final exam evaluation - (Regular, Student Worker) (Supplementary, Special)
  - Final Written Exam - 70% (Reading, writing, English in Use (grammar and vocabulary), listening)
  - Presentations - 30% (Speaking)
3. Incoming students - (Regular, Student Worker) (Final, Supplementary, Special)
  - Final Written Exam - 70% (Reading, writing, English in Use (grammar and vocabulary), listening)
  - Intermediate Oral Test - 30% (Speaking)

### Language of instruction

English

### Electronic validation

Marisa de Jesus Neiva Afonso	Aida Maria Oliveira Carvalho	Aida Maria Oliveira Carvalho	Luisa Margarida Barata Lopes
13-10-2019	14-10-2019	14-10-2019	15-10-2019