

## **ENGLISH FOR TOURISM I**

Degree in Touristic Activities Management

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Code: 15814

Main Scientific Area: Ethics, communication, languages and humanities for management

Lecturer: Sílvia Raquel Silva Leite Pereira

Language of Instruction: Portuguese

Regime: S1

Contact Hours: 60h Total Workload: 108h

ECTS: 6,0

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### **Objectives**

The main goal of the curricular unit English for Tourism I is to develop the communicative skills of the students—listening, speaking, reading and writing—based on different topic areas related to the professional reality of the course in which it is included.

### **Learning Outcomes**

In the end students, should be able to:

- Master fluently and correctly English language;
- Master the English Language in its different skills: listening, speaking and writing;
- Master adequate and necessary vocabulary for tourism;
- Interpret different texts about different issues;
- Be able to participate/ chair a meeting;
- Be able to explain a product or a service;
- Be able to present in English a product, a service, a journey, and an itinerary;
- Master grammar structures that are basic and important to an accurate use of the foreign language.

### **Course Contents**

Themes:

I. Careers in Tourism: Working in travel and tourism; Being friendly and helpful; Dealing with enquiries; applying for a job;

II. Tourist Information: To and from the airport; Local knowledge; Offering and requesting; Car rental; Giving directions

III. Tour Operators and Travel Agencies: Tour Operators; Travel agencies; Taking/confirming a booking; Asking questions; Organising a trip

IV. Accommodation: Hotel facilities; Reservations; Checking in and checking out; Giving information

V. Restaurants and their Services: Food and drink; Eating habits; Ways of cooking; Explaining dishes; Eating habits; Serving guests/taking orders

VI. Tour Itineraries: Destinations; Seeing the sights; Getting around

Grammar topics : Verb tenses (revision of form and use);

Indirect questions (Could you tell me...?)

### **Recommended Bibliography**

Jones, L. (2005). Welcome! English for the Travel and Tourism Industry. Student's book. Cambridge University Press.

Jacob, M. and Strutt, P. (2003). English for International Tourism. Coursebook. Longman.

Strutt, P. (2003). English for International Tourism (Intermediate student's book). Longman.

Walker, R. and Harding, K. (2009). Oxford English for Careers: Tourism 1: Student's Book. Oxford University Press.

Walker, R. and Harding, K. (2009). Oxford English for Careers: Tourism 2: Student's Book. Oxford University Press.

### **Learning and Teaching Methods**

In the travel and tourism industries English is a daily requirement in order to communicate.

The English for Tourism I syllabus was designed to help students prepare to use English in their day-to-day work in the travel and tourism industries. The syllabus was created according to the needs of the students to start their career in the tourism industry, so that grammar, vocabulary, and skills practice are fully contextualized in real work situations. Contents cover a wide range of themes that develop a broad tourism-related vocabulary.

The contents are divided into six themes, covering situations students might find themselves in during their work, focusing in particular on: careers in tourism, tourist information, tour operators and travel agencies, accommodation, restaurants and their services, and tour itineraries.

English for Tourism I contents prepare students to deal with many different situations in which they may find themselves in their work, not just the most predictable ones. To be effective English speakers, students have to be able to cope with unexpected occurrences, not just the predictable. Students have to be able to engage in conversations with clients, offer them advice and reassurance, speak to others on their behalf, and so on. Anyone who deals with visitors or tourists needs to be able to give directions, recommend excursions and visits, talk about local places and customs, if necessary in English and often using English as a lingua franca with foreign people

whose own English may not be very good.

Through the study and practice in tourism-related contexts, students will be able to build up their confidence and fluency, expand their vocabulary, be able to understand spoken English easily, and improve their accuracy. Also, they will develop a polite, friendly, confident tone of voice, particularly essential in tourism contexts.

### **Assessment Methods**

The curricular unit of English for Tourism I follows a mandatory attendance scheme, so students must attend to at least 75% of the defined contact hours for the curricular unit (a total of 60 contact hours) to be eligible to be assessed through continuous evaluation. Students who exceed the absence limit (25%) will not be able to take the continuous assessment and will be assessed by exam. Students with a Student-Worker status are exempt from this requirement for continuous assessment.

Continuous assessment consists of two mandatory assessment items:

- individual test, with a weighting of 70% of the final grade (minimum grade of 7.5 points)
- Individual oral presentation, with a weighting of 30% of the final grade.

In the case of assessment by final exam, it includes two mandatory components:

- a written test, weighing 70% of the final grade (minimum grade of 8.0)
- an oral exam (30%).