

ENGLISH FOR TOURISM II

Degree in Touristic Activities Management

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Code: 15815

Main Scientific Area: Languages and Humanities

Lecturer: Sílvia Raquel Silva Leite Pereira

Language of Instruction: Portuguese

Regime: S2

Contact Hours: 60h Total Workload: 108h

ECTS: 6,0

Objectives

The main goals of English for Tourism II are:

Objective 1: To enhance the four primary communication skills, which include speaking, listening, writing and reading.

Objective 2: To develop the student's communicative skills in areas that are relevant to the professional reality of the course they are pursuing.

Learning Outcomes

Students should aim to achieve the following set of objectives:

- Gain mastery over the English language, both in terms of fluency and accuracy.
- Acquire adequate and relevant vocabulary pertaining to the tourism industry.
- Interpret, produce, and present statistical data, graphs, and trends related to the tourism industry.
- Possess the ability to participate in and preside over meetings.
- Exhibit proficiency in presenting and promoting products or services.
- Possess a solid grasp of basic and important grammar structures necessary for the accurate use of the foreign language.

Course Contents

Theme I. Accommodation

- Types of accommodation
- Hotel facilities and staff structure

- Check-in and check-out procedures

Theme II. Trends in Tourism

- Describing and presenting trends, graphs, and statistics
- Presenting information using visuals
- Writing reports
- Grammar topic: Passive voice

Theme III. Reservations and sales

- Booking a holiday
- Reservations systems for tourism
- Calculating and quoting prices
- Explaining booking conditions
- Travel insurance
- Promotion and Marketing

Theme IV. Developments in Tourism

- Types of tourism
- The effects of tourism
- Sustainable tourism
- New trends in tourism.

Recommended Bibliography

Cowper, A. (2013). English for International Tourism: Upper Intermediate Workbook. Harlow: Pearson Education.

Harding, K. (2009). Going International: English for Tourism Student's Book. New York: Oxford University Press.

Duckworth, M. (2009). Going International: English for Tourism Workbook. New York: Oxford University Press.

Strutt, P. (2013). English for International Tourism: Upper Intermediate Coursebook. Harlow: Pearson Education.

Walker, R. Harding, K. (2009). Oxford English for Careers: Tourism 2. New York: Oxford University Press.

Walker, R. Harding, K. (2009). Oxford English for Careers: Tourism 3. New York: Oxford University Press.

Learning and Teaching Methods

The English for Tourism II syllabus has been designed to help students prepare for using English in their day-to-day work within the travel and tourism industries. It has been created with the specific needs of students who are starting their careers in the tourism industry in mind, and thus all grammar, vocabulary, and skills practice are fully contextualized in real work situations (Objective 2). The contents of the syllabus cover a wide range of themes that develop a broad tourism-related vocabulary. The contents are divided into four themes, which focus on accommodation, trends in tourism, reservations and sales, and developments in tourism. By studying the English for Tourism II syllabus, students will be prepared to deal with many different situations that they may encounter in their work, not just the most predictable ones. Effective English speaking skills require the ability to cope with unexpected occurrences, not just predictable ones. Students will be able to engage in conversations with clients, offer advice and reassurance, speak to others on behalf of their clients, and more. Anyone who deals with visitors or tourists needs to be able to describe the tourism sector, take reservations, interpret appropriate documents, present local characteristics, and express opinions about the developments of tourism, if necessary in English and often using English as a lingua franca with people whose own English may not be very good. Through the study and practice in tourism-related contexts, students will be able to build their confidence and fluency, expand their vocabulary, understand written and spoken English easily, and improve their accuracy. They will also develop a polite, friendly, and confident tone of voice, which is particularly essential in tourism contexts (Objective 1).

Assessment Methods

Continuous Assessment Methodology

The continuous assessment of English for Tourism II is made up of the following mandatory components:

- Global Test (minimum score of 8.0 points): 50%
- Individual Oral Presentation (minimum score of 8.0 points): 25%
- Active Participation, measured by class attendance and completion of worksheets and assessments (individual and/or group) during class: 10%
- FASA 50/10 Multidisciplinary Project (or Substitution Assignment, in allowed cases): 15%

Notes:

- The Multidisciplinary FASA 50/10 Project (or the Substitution Assignment for eligible students) is mandatory, and the respective marks will be carried forward in all assessment moments (Continuous Assessment and Exam Periods). Therefore, students who do not complete the Multidisciplinary Project FASA 50/10, or alternatively the Substitution Assignment, will receive a score of zero (0) in that component, at all times of assessment (Continuous Assessment and Examination Periods).
- The Multidisciplinary Project "FASA 50/10" has a 15% weighting in all assessment periods (continuous assessment and exam periods) and does not have a minimum score. Students who are repeating the course unit, working students, or other special statuses and who cannot attend classes and the respective assignments may opt to do a Substitution Assignment. However, this option requires the submission of a request via Moodle until the 1st of March

2024, informing the decision in writing, to receive the outline of the assignment. Only applications from students in the above-mentioned conditions and submitted within the indicated deadline will be considered.

- Also, regarding Active Participation, working students or students repeating the curricular unit with incompatible schedules may choose to revert the weighting of this component to the Global Test, which will be weighted 70%. This option also requires the submission of a request via Moodle until 1st March 2024.

Exam Periods

In the exam periods, the curricular unit exam will include the following mandatory items:

- Written component (minimum score of 8.0 points): 60%
- Oral component (minimum score of 8.0 points): 25%
- FASA multidisciplinary project (or Substitution Assignment) carried out during continuous assessment: 15%

Notes:

- In Exam Periods, the curricular unit exam will have a weighting of 85% + 15% of the multidisciplinary FASA Project/Substitution Assignment.

- In the Exam Periods, if the student obtains a minimum score of 8.0 in the written component of the exam, the oral component of the exam can be replaced by the score obtained in the Individual Oral Presentation during the continuous assessment, provided the student has completed it and obtained a minimum score of 8.0 (the student must indicate this intention when doing the written component of the exam).