

First Foreign Language IV (English)

Code: 103710
 ECTS Credits: 6

Degree	Type	Year	Semester
2502904 Hotel Management	OT	4	0

Contact

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Use of Languages

Principal working language: english (eng)
 Some groups entirely in English: Yes
 Some groups entirely in Catalan: No
 Some groups entirely in Spanish: No

Prerequisites

There are no prerequisites.

Objectives and Contextualisation

Knowledge-related objectives

Students acquire linguistic knowledge and develop written and oral communication skills, so that at the end of this fourth year they are able to:

1. Express themselves effectively, both orally and in writing, on issues of general interest and their specialization
2. Understand native speakers when they address them directly and be able to hold a conversation on issues of mutual interest.
3. Understand a conversation between native speakers and its most important points.
4. Understand written texts on various subjects and especially on issues related to the hospitality sector.
5. Know the components of a text (paragraphs, punctuation, deixis, connectors and anaphoric, cataphoric and exophoric reference).
6. Summarize texts, understanding the most significant points.
7. Understand and use different types of linguistic register.
8. Use English as the language in class.

Skills-related objectives

By the end of the four-year programme, students must be able to:

1. Develop a degree of accuracy (grammar, pronunciation, vocabulary use, registration, etc.) and fluency (speed in production, ability to express ideas and develop discourse), both written and oral expression, equivalent to level C1.1 level UAB Idiomes.

2. Develop strategies and skills to understand authentic written and oral texts.
3. Develop strategies to continue learning outside the classroom.
4. Develop the ability to function efficiently and confidently in both everyday and tourism related situations
5. Use reference materials necessary for learning languages: dictionaries, textbooks or exercises, etc.
6. Function orally in any situation related to the hospitality sector using appropriate language and a suitable register.
7. Be able to apply for a job related to the hotel and catering sector in English (write CVs, cover letters and emails, fill in application forms, and communicate effectively during the interview in English).
8. Know whether to take further language courses in order to maintain or improve their current level.
9. Develop strategies and skills to explain food and catering services to overseas diners both orally and in writing.

Competences

- Be able to self-evaluate knowledge acquired.
- Communicate orally and in writing in a first, second and third foreign language in the areas of the hotel and catering industry and also in the different areas related to them.
- Develop a capacity for independent learning.
- Manage and organise time.
- Manage communication techniques at all levels.
- Manage techniques of internal and corporate communication in hotel and catering companies.
- Work in teams.

Learning Outcomes

1. Be able to self-evaluate knowledge acquired.
2. Develop a capacity for independent learning.
3. Identify the correct vocabulary and grammatical form to apply in the tourist sector in a first, second and third foreign language.
4. Manage and organise time.
5. Manage communication techniques at all levels.
6. Produce discourses appropriate for different functions, means, activities and situations in the area of work.
7. Use idiomatic peculiarities required in the tourist sector at intermediate and advanced level in a first, second and third foreign language.
8. Use internet resources for tourism in a first, second and third foreign language.
9. Work in teams.

Content

Language functions

1. Express oneself effectively both orally and in writing on topics of general interest and their specialization.
2. Write texts (letters, emails and faxes) related to hospitality (confirmations, invitations, responses to complaints, etc.).
3. Write a project on an innovative budget hotel chain, a well-known chef or the third-year internship and present it orally to an audience (part of the assessment).
4. Update and perfect CVs and covering emails and letters in English in order to apply for a real job or work placement in a hotel establishment overseas.
5. Write without making serious mistakes of text organisation, spelling and punctuation.

6. Make necessary changes to the typical model letters and emails used by hotels in the form of templates (improvement and continuation of third year work).

7. Discuss hospitality related issues.

8. Describe one's education using appropriate language.

9. Make hypotheses about events and facts in the past. Express regret. Express obligation and absence of obligation in present and past. Express doubts.

10. Describe events and. Use circumlocution to offer opinions and to give examples.

11. Talk about quantities and trends without making excessive grammatical and lexical errors.

12. Express oneself without using gender exclusive language (especially hotel language).

13. Use phatic communication (small talk) to liven up meetings and gatherings.

14. Show empathy when helping people with problems: theft, illness, loss.

Grammatical content

- Revision and extension of tenses (past, present and future indicative and progressive aspects).
- Modal verbs to express opinions and hypothesise about past events (perfect infinitive).
- Verbs + infinitive without 'to' or gerund.
- Revision and extension of modal verbs (infinitive perfect - Should have, must have, might have, may have, can't have, etc.).
- The passive form (advanced aspects). When and why it is used.
- Reported speech (advanced aspects).
- Inversion structures.
- Advanced quantifiers and the use of definite and indefinite articles.
- The relationship between participles and adjectives.
- Subject-verb agreement (advanced aspects of concordance).
- Relative clauses with prepositions.
- Gradable and non-gradable adjectives.
- The future continuous and future perfect.

Lexical content

- Advanced hospitality vocabulary (company policies, accommodation, facilities, equipment and furniture, hotel departments and their organisational structure, staffing charts, etc.).
- *phrasal verbs* prepositional less frequent verbs in the hotel and restaurant.
- Connectors: because of, owing to, moreover, besides, etc.
- Continuation of tourism lexis.
- Employment and personnel management.
- Gender inclusive vocabulary.
- Business and entrepreneurship.
- Describing the weather.
- Health and safety.
- Vocabulary and expressions French language in hospitality.
- Foreign exchange
- Common abbreviations and acronyms.
- Oenology, wine and viticulture.
- The relationship between phrasal verbs and compound words.
- Collocations with do and make.
- Tangible and intangible heritage.

Methodology

A modified version of the communicative approach is used: small groups performing communicative tasks, with a balance between learning grammatical structures and linguistic functions while paying equal attention to the four language skills but without forgetting the peculiarities of a language course designed for hotel management students.

Classroom activities include debates, reading articles on the hospitality sector and of general interest, grammar exercises and vocabulary, listening comprehension exercises, reading concordance sheets (data-driven learning), writing assignments, cooperative learning, work in closed pairs, discovery learning and role playing. Prior to each class, participants should consult the Virtual Campus ("Notícies" followed by "Links" o "Materials") for reading material about the hospitality sector or general issues with a view to contributing to debate in class.

Activities

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Classes	60	2.4	7, 2, 6, 5, 4, 3, 1, 8
Tutorials	2.5	0.1	1
Type: Autonomous			
Portfolio and Project	81	3.24	7, 2, 6, 5, 4, 1, 8

Assessment

Continuous assessment

1. Projects. It is prepared during the course under the supervision of teachers and presented to the class.
2. Portfolio. It comprises 8 to 12 activities, which assess the four language skills. Activities may be done at home or in class.

Examples of such activities are listed below:

Written assignments

Short reading activities

Short tests

Self-assessment forms

Finding information

Document production

The days scheduled by the school for mid-term exams may be used to carry out dossier work; for example short reading or listening tests.

3. Mid-term exams. A mid-term exam is held during the periods scheduled by the school for exams, one of which will be a written test (two tasks) while the other one will be a listening test. The format should be similar to the final exam.

4. Final test

A minimum class attendance of 80% is required to be able to participate in continuous assessment.

Final exam

Students who have failed or not taken the continuous assessment are entitled to take a final exam that tests the four language skills. In order to pass the exam, and therefore the course itself, a minimum mark of 50% must be obtained in each skill (each part of the exam) and a minimum 60% overall.

Changing the exam date

Students who cannot take the exam on the set dates due to health, work (trips or other similar obligations) or on compassionate grounds may ask their teacher for a change of date, supplying any necessary documents, and giving notice of at least seven calendar days except in extreme cases such as accidents. If the request is accepted, the exams must still be taken within the period set by the School of Tourism and Hotel Management.

Other features of assessment

Students who have passed continuous assessment are not allowed to sit the final exam in order to obtain a higher mark.

Optional official certification of levels.

Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Final Test	40%	3	0.12	7, 2, 6, 5, 4, 3, 1
Mid-year tests	20%	2.5	0.1	7, 2, 6, 5, 4, 3, 1, 9
Portfolio	20%	0	0	7, 2, 6, 5, 4, 3, 1, 8
Project	20%	1	0.04	2, 5, 4, 1

Bibliography

Books:

Redston, C. i Cunningham, G. (2011) *Face2face (Advanced Student's Book New Edition)*, Cambridge: Cambridge University Press.

Stott, T. i Pohl, A. (2010) *HighlyRecommended 2 (Student's Book)*, Oxford: Oxford University Press.

Harding, K. i Henderson, P. (1992) *High Season (English for the Hotel and Tourist Industry)*, Oxford: Oxford University Press.

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