

Degree	Type	Year
2502904 Hotel Management	OT	4

Contact

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Teaching groups languages

You can view this information at the [end](#) of this document.

Prerequisites

There are no entry requirements but level A2 of the Common European Framework of Reference for Languages is recommended.

Objectives and Contextualisation

Students acquire knowledge of the language and they develop communicative competences in oral and written interaction, being able to do the following at the end of the course.

1. Express oneself correctly in pronunciation and intonation.
2. Understand the meaning of medium-high level phrases and expressions with different language registers.
3. Hold a conversation in the field of hotel and tourism.
4. Understand announcements, complex messages and usual terms of expression in hotel and tourism management.
5. Write more complex notes or texts in French in the professional field.
6. Use exclusively French as a language of communication.
7. React adequately to any situation in the professional field.
8. Acquire broader geographical and cultural knowledge of France (related to the hotel treatment of the client).
9. Select relevant information from an oral or written message for your own needs or to transmit them.
10. Describe people, places and things accurately.
11. Explain one's own experiences or relations to other people and experiences in the professional field.
12. Acquire a level of comprehension and express oneself with a more precise grammatical, syntactic and lexical correction.
13. Develop more elaborate strategies and skills to understand real written and oral texts.
14. Develop the ability to function linguistically efficiently in the field of tourism and hotel.
15. Continue developing strategies for independent learning outside the classroom.
16. Use all kinds of material necessary for the most advanced learning of the language: dictionaries, grammars, textbooks, real documents of all the departments of the hotel.
17. Use documentation to organize a professional or linguistic stay in France or in a French-speaking country.

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

The linguistic content is subdivided in function of language, grammar, vocabulary and phonetic and prosodic content.

LINGUISTIC FUNCTIONS

Social function

- Get in touch: specific forms of communication in the hotel work world.
- Employ elaborate apologies appropriate to the situation.
- Express courtesy wishes addressed to clients.
- Apologize more elaborately.
- Order someone to carry out an action.
- Give advice to someone.
- Use general courtesy formulas.
- Ask permission or prohibit something.

Informative function

- Create a dialogue at a reception with a higher level of precision and correction.
- Make, modify and cancel a room reservation with all the details.
- Narrate experiences in the personal and professional field which express your feelings.
- Describe different types of hotels and professional functions.
- Analyse different hotel services.
- Prepare a personnel recruitment questionnaire.

Expressive function

- Express interest.
- Express an apology,
- Express your gratitude.
- React to opinions.
- Express dissatisfaction with a job done wrong.
- Express a physical ailment.

Inductive function

- Ask more complex questions.
- Formulate proposals.
- Plan an activity.
- Verify the feasibility of a specific action.
- Formulate hypotheses.
- Make a complaint.
- Suggest or advise what to do or force someone to do something.
- Offer to do something or refuse.
- Reassure a person.

Metalinguistic function

- Request and provide clarification.
- Ask a person what they said or what someone said.
- Sort the vocabulary according to various criteria.
- Create Word networks.

GRAMMATICAL CONTENTS

Students should be able to recognise and use the following grammatical structures properly:

- Adjectives and demonstrative pronouns.
- Adjectives and indefinite pronouns
- Review of simple relative pronouns (qui, que, où) systematization of "dont".
- Relative compounds (duquel, auquel, desquels, ...)
- Chronological indicators
- Logical connectors
- Review of pronouns CD, CI, en, Y, doublé pronoun
- Prepositions
- Review of the comparative
- Review of the past tenses: Present perfect, imparfait
- Past Perfect (plus-que-parfait)
- Present perfect, imparfait, Past perfect within the story
- Review of the gerund / imperative
- Present and past conditional (le conditionnel présent et passé)
- Presentation of the hypothetical system
 - si + présent + future
 - si + imparfait + conditionnel
 - si + plus que parfait + conditionnel passé
- Introduction of the présent du subjonctif (je veux que, il faut que, J'aimerais que
- The negation and restriction: ne ... plus, ni ... rien, ne jamais, ne personne, ne que.
- Sustained interrogative form
- Expressions of the time (cela fait, depuis, il ya, etc.)
- Expressions of opinion (je trouve que, je considère que, je suis pour, je suis contre
- Introduction of a comment with verbs followed by the conjunction: que (avouer que, trouver que, avoir l'impression que + indicatif)
- Introduction of the comment with adjectives followed by the conjunction: que (c'est étonnant que, c'est intéressant que, être surpris que + subjonctif)
- Phrases in passive

- Reported speech. (introductory verbs in present and past)
- The subordinates phrases (the relative subordinates of time, goal, consequence, etc.)

Vocabulary

The vocabulary content of the fourth course comes from the following semantic fields: Daily experiences, sports activities, health and the French health system, travel (car rental, itineraries, etc.). The French education system, recruitment issues labour, banking, organization of the company. Architecture, hotel: departments, functions, personnel, employment rate, type of clientele, etc. Hotel equipment and tourist geography. Uses and customs of the different nationalities.

Phonetic and prosodic content

Students must recognise and appropriately use the prosodic features (intonation, rhythm, etc.) of the language. The pronunciation should be clear enough for a native to understand without effort.

They must also speak more fluently and improve the degree of correction in pronunciation.

- Review the main difficulties
- Discrimination of all vowels
- Production of one [Y] opposite to [i] and [u]
- The nasal vowels [Ē] [ō] [ă]
- The consonants [f] [v] [s] [z]
- Phonic units: more frequent and relevant "liaison" phenomena.
- Relate phonetics and spelling: S, Z, SS, TI

GENDER PERSPECTIVE

In this subject:

- Classes include a gender perspective to promote equality between women and men and avoid producing gender stereotypes.
- Strategies to promote the participation of women in the classroom are used and they promote equal gender relations.
- Knowledge of the social and cultural differences between men and women and gender inequalities in the structure of society and in cultural production is offered.
- Knowledge is also offered on sexual and emotional diversity, gender identity and expression, knowledge and reflection on feminist thought and movements, the history of movements for women's rights, its evolution and critical repercussions in society, culture and philosophical and scientific thought, and the knowledge of the values of gender equality in professional practices.
- Non-sexist and non-androcentric language is used in written, visual and audiovisual documents and other class materials. Since this is a language class specific resources are also provided in the language being studied for non-sexist language and critical reflection is encouraged on non-sexist language and its uses.

Activities and Methodology

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Classroom based	56.5	2.26	3, 5, 6, 7, 8, 9
Non-classroom based	56	2.24	1, 2, 3, 5, 6, 7, 8

Type: Supervised

On line	5	0.2	1
Tutorials classroom based	3	0.12	1
Type: Autonomous			
Activities	10	0.4	1, 2, 3, 5, 6, 7, 8
Theory	10	0.4	1, 2, 3, 5, 6, 7, 8

Imparted language

The classes will be taught in French

Methodology

The methodology is basically interactive. Students have to put into practice their language knowledge in order to fulfil a series of tasks (spoken and written) in both a general context and in the field of hospitality. In other words, the emphasis is on the learning process rather than master classes by the teaching staff.

Annotation: Within the schedule set by the centre or degree programme, 15 minutes of one class will be reserved for students to evaluate their lecturers and their courses or modules through questionnaires.

Assessment

Continuous Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
speaking activities	5%	0.5	0.02	1, 2, 3, 4, 5, 6, 7, 8, 9
Attitude and participation	10%	0	0	1, 2, 3, 4, 5, 6, 7, 8
Final exam	40%	1.5	0.06	3, 5, 7, 8
Mid-cours tests	10%	1	0.04	3, 5, 6, 7, 8
Portfolio	20%	5	0.2	1, 2, 3, 4, 5, 6, 7, 8
Writing activities	15%	1.5	0.06	1, 2, 3, 4, 5, 6, 7, 8

ASSESSMENT SYSTEM

The course is assessed by continuous assessment or single assessment. At the beginning of the course, students must choose the assessment system they want to undertake and this cannot be modified later. The two assessment systems are detailed below:

1. **1. Continuous assessment system**

For continuous assessment, students must certify a minimum attendance at classes of 80%.

The continuous assessment system is divided into:

- Activities: 60% of the grade
- Final examination: 40% of the grade

The grade for the subject will be NOT EVALUABLE when the student attends less than half of the assessment activities and/or does not attend the final exam.

1. A. Continuous assessment activities: 60% of the grade

Writing. Between 2 and 5 essays are done. The teaching staff may request the correction of the original wording by the students if they wish.

Dossier. The dossier contains between 6 and 8 activities, which can assess the four language skills. The activities can be done at home or in class. Below are examples of activities that can be included as dossier activities:

Transformation of sentences

Mini tests

Exercises

Information search

Document production

Speaking activities. Throughout the course, there is at least one speaking activity and a maximum of two. This activity can be individual or in group. Depending on the level speaking activities can be monologues, dialogues, presentations, etc.

Control tests. During the course, one or more tests are held, which can be a written expression test and an oral expression test.

Attitude and participation. Student effort, attitude and participation are assessed.

1. B. Final continuous assessment examination: 40% of the grade.

This final examination consists of two parts: oral expression and written expression. It is held on the same day and time as the final examination for single assessment.

To pass the course, a minimum overall grade of 50% must be obtained between continuous assessment activities and a final examination. If this grade is not attained, you may have the right to resit (see conditions).

The equivalences of the overall grade are set out in the table below:

Overall grade	Numerical grade out of 10 on SIGMA	Pass grade
92.45-100	10	A
87.46-92.45	9.5	A
83.46-87.45	9	A

80.46-84.45	8.5	B
76.46-80.45	8	B
72.46-76.45	7.5	B
69.46-72.45	7	B
64.46-69.45	6.5	C
59.46-64.45	6	C
54.46-59.45	5.5	C
50-54.45	5	C
44.46-49.45	4.5	Fail with right to resit
39.46-44.45	4	Fail with right to resit
34.46-39.45	3.5	Fail with right to resit
29.46-34.45	3	Fail
24.46-29.45	2.5	Fail
19.46-24.45	2	Fail
14.46-19.45	1.5	Fail
9.46-14.45	1	Fail
4.46-9.45	0.5	Fail

UNVAL

Reassessment of continuous assessment

Students who obtain between 3.5 and 4.999 of global grade have the right to recovery, which consists of repeating those parts of the final test of continuous assessment that students have below the overall average grade, that is, those parts that are below 60%.

1. 2. Single assessment system

Single assessment is based on a two-part final examination: an oral expression part and a writing part that are held on the same day and time as the final examination for the continuous assessment.

The written part consists of a written expression test and a test of grammatical and lexical knowledge.

To pass the final exam and pass the course, the following is required:

Obtain a minimum grade of 50% in each part of the exam;

Obtain a minimum total grade of 60% between all parts of the final examination.

If these grades are not attained in the examination you may have the right to resit (see conditions).

With this system, the final grade of the subject is assigned in accordance with the following equivalence table:

Final grade	Numerical grade out of 10 on SIGMA	Pass grade
97-100	10	A
93-96.99	9.5	A
89-92.99	9	A
85-88.99	8.5	B
81-84.99	8	B
77-80.99	7.5	B
73-76.99	7	B
69-72.99	6.5	C
66-68.99	6	C

63-65.99	5.5	C
60-62.99	5	C
55-59.99	4.5	Fail with right to resit
50-54.99	4	Fail with right to resit
43-49.99	3.5	Fail with right to resit
36-42.99	3	Fail
30-35.99	2.5	Fail
24-29.99	2	Fail
18-23.99	1.5	Fail
12-17.99	1	Fail
6-11.99	0.5	Fail
0-5.99	0	Fail

Resit for single assessment

When students opt for single assessment, the resit will be the same as that for the rest of the students, that is, you have to obtain between 3.5 and 4.999 in the set of tests and work submitted for the single assessment.

Resit consists of repeating those parts of the exam in which students have obtained a grade below the overall average, that is, those parts that are below 60%.

Change of exam date

Examinees who are unable to attend the exams on the established dates for medical, work (travel or other similar obligations) or humanitarian reasons may request a change of date from the teaching staff, *providing the necessary documentation* and (except in extreme cases such as accidents) at least seven calendar days in advance. Where this change is permitted, the exams will always take place within the period established by the University School of Tourism and Hotel Management.

Other aspects of assessment

No level certificates are issued.

Bibliography

Essential bibliography:

- Textbook
(recommended at the beginning of the course).
Grammar exercise book: *Grammaire Progressive du Français avec 680 exercices (nouvelle version)*. Niveau intermédiaire. CLE International. (Used in first, second and third year).
- Dossier with texts, exercises, ideas for classroom work and homework, which students must print and bring to class.
- Online multimedia learning materials and Websites (see the Online Campus).

Supplementary Bibliography

- Le Robert : Dictionnaire de la Langue française
- BESCHERELLE (nouvelle édition): La conjugaison pour tous
- Vocabulaire progressif du français: Niveau intermédiaire (A2/B1) CLE international

Websites

- www.podcastfrancaisfacile.com
- www.apprendre.tv5monde.com
- www.lepointdufle.net
- www.lebaobabbleu.com
- www.bonjourdefrance.com
- www.capsurlefle.com
- www.ressourcesfle.fr
- www.flenantes.org
- www.gabfle.blogspot.com

Software

There isn't any

Language list

Name	Group	Language	Semester	Turn
(TE) Theory	1	French	second semester	morning-mixed