First Foreign Language IV, English

Code: 101176
ECTS Credits: 6

2025/2026

Degree	Type	Year
Tourism	OT	4

Contact

Name: Eric Ortega Fernández

Email: eric.ortega@uab.cat

Teachers

Eric Ortega Fernández

Etienne Mamo

Teaching groups languages

You can view this information at the of this document.

Prerequisites

There are no entry requirements.

Objectives and Contextualisation

1. OBJECTIVES FOR THE DEGREE IN TOURISM

The main objective is to develop the communication skills in English of those students who have already reached around B2 level.

- Improve oral and written communication skills in a variety of workplace contexts.
- Improve the self-management skills essential for effective communication with clients and colleagues.
- Improve the comprehension skills required for effective communication with clients and colleagues.
- Improve teamwork skills.
- Develop intercultural communicative competence.

Linguistic skills

- Deal confidently with complex communicative situations with clarity, using an appropriate tone and register.

Paralinguistic skills

- Use and interpret body language, tone and voice pitch to enhance communication with clients, colleagues and superiors.

Personal skills

- Exercise self-awareness in a range of complex situations to improve communication with clients, colleagues and superiors.
- Function effectively in a team.

2. OBJECTIVES FOR THE TOURISM DEGREE IN ENGLISH

The main objective is to develop the communication skills in English of those students who have already reached around a C1 level.

- Improve oral and written communication skills in a variety of workplace contexts.
- Improve the self-management skills essential for effective communication with clients and colleagues.
- Improve the comprehension skills required for effective communication with clients and colleagues.
- Improve teamwork skills.
- Develop intercultural communicative competence.

Linguistic skills

- Deal confidentlywith complex communicative situations with clarity, using an appropriate tone and register.

Paralinguistic skills

- Use and interpret body language, tone and voice pitch to enhance communication with clients, colleagues and superiors.

Personal skills

- Exercise self-awareness in a range of complex situations to improve communication with clients, colleagues and superiors.
- Function effectively in a team.

Competences

- Communicate orally and in writing in three foreign languages within the tourism field and others related to it.
- Develop a capacity for independent learning.
- Implement business communication techniques used by tourism organisations: internal, external and corporate.
- Self-assess the knowledge acquired.
- Use communication techniques at all levels.
- Work in a team.

Learning Outcomes

1. Develop a capacity for independent learning.
2. Identify vocabulary and grammar resources for use in the tourism sector, in three foreign languages.
3. Self-assess the knowledge acquired.
4. Use communication techniques at all levels.
5. Use the idiomatic expressions typical of the tourism sector in three foreign languages, at upper intermediate level.

6. Use tourism resources available on internet, in three foreign languages.
7. Vary the discourse patterns used to fit different functions, contexts, media, activities and situations in the workplace.
8. Work in a team.

Content

1.CONTENTS FOR THE TOURISM DEGREE

Linguistic functions

- Greeting and leave taking
- Apologising and justifying
- Complaining
- Praising
- Turn taking
- Hedging and softening
- Suggesting and responding to suggestions
- Checkingunderstanding

Skills and strategies

- Controlling register and degrees of formality
- Engaging in small talk
- Empathising
- Paraphrasing
- Giving constructive feedback
- Giving clear instructions and explanations
- Making sure you have been understood

Personal skills development

- Problem-solving
- Tolerance of diversity
- Empathy
- Flexibility
- Active listening
- Taking and delegating responsibility
- Assertiveness
- Accepting role and responsibility in a group
- Addressing challenges with creativity
- Making decisions
- Giving positive feedback to peers
- Showing sensitivity to cultural differences

2. CONTENTS FOR THE TOURISM DEGREE IN ENGLISH

Linguistic functions

- Greeting and leave taking
- Apologising and justifying
- Complaining
- Praising
- Turn taking
- Hedging and softening
- Suggesting and responding to suggestions
- Checkingunderstanding

Skills and strategies

- Controlling register and degrees of formality
- Engaging in small talk
- Empathising
- Paraphrasing
- Giving constructive feedback
- Giving clear instructions and explanations
- Making sure you have been understood

Personal skills development

- Problem-solving
- Tolerance of diversity
- Empathy
- Flexibility
- Active listening
- Taking and delegating responsibility
- Assertiveness
- Accepting role and responsibility in a group
- Addressing challenges with creativity
- Making decisions
- Giving positive feedback to peers
- Showing sensitivity to cultural differences

Activities and Methodology

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Activities	10	0.4	5, 1, 7, 2, 4, 3, 8, 6
Classes	56.5	2.26	5, 1, 7, 2, 4, 3, 8, 6
Non classroom-based	56	2.24	5, 1, 7, 2, 4, 3, 6
Type: Supervised			
Tutorials	7	0.28	1, 3
Type: Autonomous			
Theory	16	0.64	5, 7, 2, 6

Language of instruction

Tourism in Spanish/Catalan: English

Tourism in English: English

1. TOURISM DEGREE

Theoretical input from lectures and readings are combined with student centred activities, in which guided reflection on their experiences and perceptions, both in and out of the classroom, become the principal source of learning. Language skills improvement is achieved through practical engagement with the communicative challenges proposed.

2. TOURISM DEGREE in ENGLISH

Theoretical input from lectures and readings are combined with student centred activities, in which guided reflection on their experiences and perceptions, both in and out of the classroom, become the principal source of learning. Language skills improvement is achieved through practical engagement with the communicative challenges proposed.

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

Continous Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Attitude and participation	10%	0	0	1, 4, 3, 8
Communicative skills activities	40%	2.5	0.1	5, 7, 2, 6
Oral Presentation	50%	2	0.08	5, 1, 7, 2, 4, 3, 8, 6

1. TOURISM DEGREE AND TOURISM DEGREE IN ENGLISH

Throughout the course students will be required to carry out several communicative activities and also keep a journal in which they record their perceptions of their own progress and reflect on ways they might improve in the skills sets required.

There will also be a final oral presentation.

Level of commitment to a personal learning process and active participation in class is also evaluated.

The evaluation activities are as follows:

- Communicative skills activities 40%
- Attitude and participation 10%
- Final course presentation 50%

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.

If the student decides to opt for the final evaluation, they will have to give an oral presentation that will be worth 100% of the grade.

Bibliography

Tourism and Tourism in English

Leading the unleadable (Brilliance Audio) Alan Willet

10 skills for effective business communication (Tycho Press) Jessica Higgins

Intercultural Business Communication (Oxford University Press) Robert Gibson

Keynote Advanced (Cengage Learning) - Lewis Lansford

Dictionaries

http://www.oxfordlearnersdictionaries.com (with pronunciation)

Grammar explanations

Practical English Usage Online (Highly recommended)

https://elt.oup.com/catalogue/items/global/grammar_vocabulary/practical_english_usage_4th_edition/9780194202

My Grammar Lab Intermediate and Advanced

https://www.pearsonelt.com/tools/digital/my-grammar-lab.html

Grammar exercises

http://www.englishgrammarsecrets.com/

http://www.autoenglish.org/

https://www.englishclub.com/

http://learnenglish.britishcouncil.org/en/

http://www.eltbase.com/

Vocabulary

https://elt.oup.com/student/oefc/tourism2/?cc=global&selLanguage=en&mode=hub

https://elt.oup.com/student/oefc/tourism3/?cc=global&selLanguage=en&mode=hub

http://www.gdrc.org/uem/eco-tour/t-glossary.html

http://www.englishformyjob.com/ell_hotelindustry.html

http://www.englishformyjob.com/ell_traveltourism.html

Oral and written comprehension

http://www.elllo.org/

https://es.englishcentral.com/videos

https://www.ted.com/

https://es.lyricstraining.com/

http://howjsay.com/

http://www.breakingnewsenglish.com/

British English:

http://www.bbc.co.uk/learningenglish/

https://www.youtube.com/user/bbclearningenglish

https://www.facebook.com/bbclearningenglish.multimedia/

https://www.voicetube.com/channel/bbc/5

http://bbcworldservice.radio.net/

American English:

http://www.npr.org/

http://learningenglish.voanews.com/

Australian English:

http://www.australiaplus.com/international/learn-english-video-courses

http://www.radioaustralia.net.au/international/learn-english

http://www.radioaustralia.net.au/chinese/learn-english/series/%E6%BE%B3%E5%A4%A7%E5%88%A9%E4%B

Written expression

https://owl.english.purdue.edu/sitemap/

Exam preparation

http://www.examenglish.com/

http://wuster.uab.es/ctestpractice/

Tourism topics

https://www.ted.com/talks/aziz_abu_sarah_for_more_tolerance_we_need_more_tourism

https://www.youtube.com/watch?v=kLRanIhp2jg

http://www.ecotourism.org/

http://www.crctourism.com.au/Page/Home.aspx

http://www.gdrc.org/uem/eco-tour/eco-tour.html

http://www.nationalgeographic.com/

https://victoriastraveladventures.com/tag/niche-tourism/

https://www.youtube.com/watch?v=N_5eKX1vvOg

https://www.youtube.com/watch?v=XdsVzspgTl4

https://www.youtube.com/watch?v=2CbcZbVvJ6s

http://culturalheritagetourism.org/

http://www.englishformyjob.com/ell_hotelindustry.html

http://www.englishformyjob.com/ell_traveltourism.html

http://www.englishformyjob.com/ell_politeness.html

http://www.englishformyjob.com/english-for-flight-attendants2.html

Software

.

Groups and Languages

Name	Group	Language	Semester	Turn
(TE) Theory	1	English	first semester	morning-mixed