

Degree	Type	Year
Tourism	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 prerequisites.

## Objectives and Contextualisation

### Content objectives

Students acquire the language content described in section "Content" of this document. They also develop communicative competences in oral and written interaction, being able to do the following at the end of the course.

1. Use a range of subordinate conjunctions at level A2/B1.1 in communicative situations.
2. Distinguish between and use complex verb forms (A2/B1.1), such as the passive voice, the pluperfect, and the past conditional (*Konjunktiv II*).
3. Use prepositions of time and place at a more advanced level.
4. Recognise and use double connectors, such as *entweder... oder*.
5. Decline attributive adjectives.
6. Deal with clients in a tourism context, such as the reception, restaurant, or tourist office (speaking and listening).
7. Read and write formal texts related to tourism.

### Skills objectives

At the end of the course students should have achieved the following.

1. Begin to develop a degree of accuracy (in grammar, pronunciation, use of vocabulary, register, etc.) and fluency (speed of production, ability to express ideas and construct discourse), in both speaking and writing, corresponding to level A2+/B1.1 of the Common European Framework of Reference for Languages.
2. Make further progress in applying strategies and skills to understand real texts related to tourism.
3. Make further progress in applying strategies to continue learning independently outside the classroom.
4. Make further progress in using the reference materials needed in language learning, such as those found online.

## 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

The objectives listed in Section 3 are constantly combined together in the learning process, in keeping with the interconnected nature of language learning. The language content is sub-divided below into functions, grammar, lexis, and phonetics and prosody.

### Language functions

The following list includes both general language functions and functions specific to the tourism field.

#### a) *Socialising function*

- Use common formulaic expressions of courtesy (to show concern for someone, to offer to do something, etc.).
- Apologise and give explanations.
- Use standard opening and closing formulae in emails and formal letters.

#### b) *Informational function*

- Identify and describe people and jobs. Ask for and give information about someone's personality, education and professional competences.
- Ask for and give information about places (immediate surroundings, tourist destinations, heritage sites).
- Ask for and give information on tourist services.
- Ask for and give information about past and future activities or events, whether in everyday life or in the field of tourism.
- Establish the timeframe for an event: when it will begin, how long it will take or has taken, how often it takes place, etc.
- Ask for and give information about someone's physical state (tired, sleepy, thirsty, etc.) and mood (sad, cheerful, scared, etc.).
- Make hypotheses based on known facts or suppositions and express doubts about something being possible.

c) *Expressive function (feelings and moods)*

- Express feelings of worry, surprise, satisfaction, dissatisfaction, etc.
- Express hope or longing for something.
- Show a liking or dislike for someone.

d) *Evaluating function*

- Express likes and preferences.
- Show interest or indifference towards someone or towards an idea.
- Make comparisons and choices based on given criteria.
- Express a supposition.

e) *Inductive function*

- Advise or instruct someone to do something. Agree or refuse to do something.
- Ask someone what he/she intends to do.
- Express willingness, obligation, need or a wish to do something. Ask about the motive and purpose of an action.
- Reassure someone.
- Ask for and give advice.

f) *Metalinguistic function*

- Ask someone to repeat what he/she has said or what someone else has said.
- Make and answer queries about the meaning of a word or expression, using examples or paraphrasing where necessary.
- Interrupt someone and take one's turn in a conversation.

**Grammar**

Students must be able to recognise and appropriately use the following grammatical structures.

*The clause*

- Coordination and subordination.
- Subordinate clauses: temporal clauses (*als*), causal clauses (*weil*), conditional clauses, relative clauses, clauses with *dass*, *so... dass*, *obwohl*, *bevor*, *nachdem*, *bis*, , final clauses.
- Order of the components of the clause: *Satzklammer, Mittelfeld*.
- Coordinate clauses.

*Determiners*

- Declension of the definite articles: genitive.

- Declension of the negative articles: genitive.
- Declension of the indefinite articles: genitive.
- Declension of the possessive articles: genitive.

#### *Pronouns*

- Indefinite: *eines, eines, einer, jedes, jedes, jeder.*
- Demonstrative: *des, des, der, dieses, dieses, dieser.*
- Interrogative: *welches, welches, welcher, welcher; wessen.*
- Possessive in the genitive case: *meines, deines, seines, seiner...*

#### *Adjective*

- Adjective declension: nominative, accusative, dative, genitive.
- Participle functioning as an adjective: *geräucherter Schinken.*

#### *Verb*

- Verb forms: pastperfect tense, passive voice, past conditional (*Konjunktiv II*), imperfect tense.
- Reflexive verbs: *sich ärgern, sich freuen, sich waschen...*
- Verbs with a prepositional object: *sich freuen auf, sich ärgern über...*
- Modal verbs: *sollen, müssen, dürfen, können, wollen...*

#### *Adverbs*

- *Dennoch, trotzdem*
- The pronominal adverbs: *darüber, damit, daran...*

#### *Prepositions*

- *Prepositions of time: in, um, an, bis, von, bei, nach, vor, von... ab.*
- *Prepositions of direction: in, an, auf, nach, zu, bei, von, aus, an.... entlang.*
- *Prepositions that take the genitive: trotz, (an)statt, wegen...*

#### *Conjunctions*

- *So... dass, als, bis, obwohl, bevor, nachdem.*

*Double connectors: entweder... oder, sowohl.... als auch.*

#### *Verb forms*

- Pastperfect, passive voice, past conditional (*Konjunktiv II*).

#### *Vocabulary*

Students must be able to recognise, name, recall, explain and choose the appropriate term and use it in the communicative situation where it is required. They must also know how to use a dictionary correctly and be able to establish semantic relationships between the different categories. The vocabulary content falls mainly into the following areas:

1. Reserving and asking for a table, asking for the bill. Making a complaint (restaurants, hotels).
2. Planning tourism programmes: tourist information.
3. Describing accommodation: location, appliances and facilities, surroundings.
4. Job profiles in tourism: travel agent, receptionist, advisor in a tourist office, guide, customer service, entertainment.
5. Profiles of customers and travellers.
6. Specific job profiles and tasks: reception, information, organisation, etc. in hotels, campsites, tourist offices, transport companies, etc.
7. Feelings.

#### Phonetics and prosody

Students must recognise and appropriately use the prosodic features (intonation, rhythm, etc.) of the language. They must also recognise and appropriately use the basic sounds and sound symbols of German, as specified below.

1. Sentence stress.
2. Consonant liaison.
3. Stress in compound words.
4. Syllable separation.
5. Sentence intonation.

## Activities and Methodology

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Classroom-based	56.5	2.26	5, 7, 2, 4, 8, 6
Non-classroom based	56	2.24	5, 1, 7, 2, 4, 3, 6
Type: Supervised			
On line	5	0.2	3
Tutorials classroom-based	3	0.12	3
Type: Autonomous			
Activities	10	0.4	5, 1, 7, 2, 4, 3, 8, 6
Theory	10	0.4	5, 1, 7, 2, 4, 3, 6

Students are encouraged to use the language actively in class and when practising outside the classroom, to carry out communication tasks similar to those we engage in in real life, in a wide range of situations. To this end, class activities are designed to maximise students' participation and help them take responsibility for their own learning.

The methodology is highly interactive. The students put all their knowledge of the language into practice in order to accomplish a set of oral and written tasks, both of a general nature and specifically related to tourism. In other words, the emphasis is placed on the learning process rather than on theoretical input from the teachers.

(1) Teaching language: German

(2) Teacher-directed activities include problem solving, exercises, writing tasks and case studies.

(3) Online tutorials comprise not only email exchanges between teachers and students but also the compulsory viewing of the assessment documents that the teachers post in a virtual environment throughout the semester.

(4) Self-directed study involves learning the theory corresponding to the subject plus the (teacher-directed) practical work on problem solving, exercises, case studies and projects (information search, writing, presentation to an audience).

(5) 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.

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
Attitude and participation	10%	0	0	5, 7, 2, 6
Final exam	40%	1.5	0.06	5, 7, 2, 6
Mid-course tests	10%	1	0.04	5, 7, 2, 6
Portfolio	20%	5	0.2	5, 1, 7, 2, 4, 3, 6
Speaking activities	5%	0.5	0.02	5, 7, 2, 8, 6
Writing tasks	15%	1.5	0.06	5, 7, 2, 6

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## 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. 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.

#### **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.

#### **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:

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Overall grade	Numerical grade out of 10 on SIGMA	Pass grade
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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
0-4.45	0	Fail

#### Recovery of Continuous Assessment

Students who obtain an overall grade between 3.5 and 4.999 are entitled to recovery, which consists of retaking the parts of the final continuous assessment exam in which the student obtained a grade below 60%.

#### **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**

Classbooks German - Tourism

Menschen im Beruf, A2, Editorial Hueber

Im Beruf, Neu, A2+/B1, Kursbuch, Editorial Hueber

Im Beruf, Neu, A2+/B1, Arbeitsbuch, Editorial Hueber

Im Beruf, Neu, Fachwortschatztrainer Küche und Restaurant, Editorial Hueber

Grammar

Level A1 - B1

Andreu Castell, Brigitte Braucek: Gramàtica bàsica de la llengua alemanya - con ejercicios, Editorial Idiomas - Hueber

Level A1 - C2

Brigitte Corcoll, Roberto Corcoll: Programm - Gramática A1-C2. Alemán para hispanohablantes - Herder

Brigitte Corcoll, Roberto Corcoll: Programm - Ejercicios A1-C2. Alemán para hispanohablantes - Herder

Andreu Castell: Gramática Lengua Alemana - explicaciones - Editorial Idiomas - Hueber

Andreu Castell, Brigitte Braucek: Gramática Lengua Alemana - ejercicios, Editorial Idiomas - Hueber

On line

Networked multimedia materials for learning.

Websites recommended by the teachers.

Dictionary

Langenscheidts Universalwörterbuch: Diccionario Moderno Alemán Spanisch-Deutsch/Deutsch-Spanisch - Langenscheidt

Langenscheidts Universalwörterbuch: Katalanisch: Katalanisch-Deutsch / Deutsch-Katalanisch - Langenscheidt

## Software

### Groups and Languages

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