



Universidad de Jaén

FACULTY OF SOCIAL AND LEGAL SCIENCES

English 2

2024-2025
Grado en Turismo

GRUPEA



Acceso Mayores 40

Guías docentes UJA

Horarios de tutorías

Llamamientos PAU

Movilidad (Coordinador)

P.O.D.

Solicitud bilingüismo

Syllabus 2024-25 - 11612013 - English 2 (Inglés II)

Caption

- Level 1: Tutorial support sessions, materials and exams in this language
- Level 2: Tutorial support sessions, materials, exams and seminars in this language
- Level 3: Tutorial support sessions, materials, exams, seminars and regular lectures in this language

[Back](#)[Full version \(Spanish\)](#)[English](#)**DEGREE:**

Grado en Turismo

FACULTY:

FACULTY OF LAW AND SOCIAL SCIENCES

ACADEMIC YEAR:

2024-25

COURSE:

English 2

SYLLABUS

1. COURSE BASIC INFORMATION

NAME: English 2

CODE: 11612013

ACADEMIC YEAR: 2024-25

LANGUAGE: English

LEVEL: 2

ECTS CREDITS: 6.0

YEAR: 2

SEMESTER: SC

2. LECTURER BASIC INFORMATION

NAME: BLÁZQUEZ CRUZ, LAURA

DEPARTMENT: U115 - FILOLOGÍA INGLESA

FIELD OF STUDY: 345 - FILOLOGÍA INGLESA

OFFICE NO.: D2 - 250

E-MAIL: lbacruz@ujaen.es

P: -

WEBSITE: lbacruz@ujaen.es

ORCID: -

LANGUAGE: -

LEVEL: 2

3. CONTENT DESCRIPTION

The subject is divided into ten topics, in which the following contents will be developed:

UNIT 1: SELLING DREAMS

- Grammar: tense review
- Vocabulary: money matters, describing locations, working out the price of a package
- Professional skills: marketing
- Case study: design a tour

UNIT 2: GETTING THERE

- Grammar: multi-word verbs
- Vocabulary: transport and travel
- Professional skills: dealing with the public
- Case study: improve a service

UNIT 3: ACCOMMODATION

- Grammar: modal verbs
- Vocabulary: types of accommodation, facilities and services
- Professional skills: dealing with complaints
- Case study: investigate customer complaints

UNIT 4: DESTINATIONS

- Grammar: articles
- Vocabulary: weather, climate, features and attractions, statistics for economic development
- Professional skills: offering advice
- Case study: develop a destination

UNIT 5: THINGS TO DO

- Grammar: conditional structures with *if*
- Vocabulary: describing attractions, geographical features, activities, works of art, calculating entrance fees and prices
- Professional skills: speaking to a group

- Case study: plan a coach tour

UNIT 6: NICHE TOURISM

- Grammar: verbs + infinitive or -ing form
- Vocabulary: sectors in niche tourism, dealing with number and statistics
- Professional skills: dealing with figures
- Case study: improve client security

UNIT 7: CULTURAL TOURISM

- Grammar: the passive
- Vocabulary: culture, linking words
- Professional skills: taking part in meetings
- Case study: present a proposal

UNIT 8: RUNNING A HOTEL

- Grammar: have/get something
- Vocabulary: -ed/-ing adjectives, hotel statistics
- Professional skills: making presentations
- Case study: transform the team

UNIT 9: CUSTOMER SERVICE

- Grammar: question forms
- Vocabulary: customer service teams, personal qualities, telephone numbers, multi-word verbs
- Professional skills: handling telephone
- Case study: improve customer service

UNIT 10: BUSINESS TRAVEL

- Grammar: past perfect
- Vocabulary: idioms and metaphors
- Professional skills: socializing and making small talk
- Case study: the Trade Fair Game

4. COURSE DESCRIPTION AND TEACHING METHODOLOGY

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Students with special educational needs should contact the Student Attention Service (Servicio de Atención y Ayudas al Estudiante) in order to receive the appropriate academic support

5. ASSESSMENT METHODOLOGY

In the evaluation of the subject, the active participation of the students (20%), the realization of a group work (20%) and a theoretical-practical exam (60%) will be decisive.

These criteria will be evaluated as follows:

- Active participation: the performance of all activities set for each class day (10%), as well as regular class attendance (10%) will be evaluated.
- Group work (20%): it will have to be delivered in writing and exposed later orally among the different members of the group.
- Theoretical-practical exam (60%): it will measure the theoretical and operational contents of the subject and will serve to assess whether the students have reached the level of English in the different skills present in it. This exam may be divided into cumulative sections or evaluated in a comprehensive test, at the discretion of the faculty teaching the subject.

The final grade will be the sum of the three sections (participation, group work and theoretical exam), as long as the student achieves a total score equal to or greater than 5 points in the theoretical-practical test(s). Otherwise, the theoretical exam grade will appear as the final grade for the course.

For the extraordinary call, the work will be individual and will constitute 50% of the final mark, while the theoretical-practical test(s) of content and skills will be worth the other 50%.

The instructions for the work and the theoretical-practical tests (exam) will be published on the virtual platform in the first weeks of the course.

Note: If it is detected that the students have plagiarized and/or used Artificial Intelligence programs (such as ChatGPT) in the preparation of any of the activities of the subject, they will automatically obtain a grade of 0.

6. BOOKLIST [f5 VVVgg'h Y'VJ'c\] f Ud\ mjb'h Y @VfUfmiWUJc\] Ł](#)

MAIN BOOKLIST:

- English for international tourism . Edition: 1st. ed, [New ed.]. Author: Strutt, Peter. Publisher: Pearson Education ([Library](#))

7. SUSTAINABLE DEVELOPMENT GOALS

Educación de calidad

Igualdad de género

Trabajo decente y crecimiento económico

Producción y consumo responsables

DETAILED INFORMATION

Incorporating the Sustainable Development Goals in the subject "English 2" of the Tourism Degree offers multiple benefits and contributes significantly to the comprehensive development of students.

Quality Education

- **Improving Linguistic Skills:** Mastery of English is essential to access quality academic and professional information, since it is one of the most used languages internationally.
- **Access to Global Resources:** The ability to read and understand English allows students to access a wide range of educational resources, including research articles, lectures, and tourism training materials.
- **Comprehensive Development:** Learning English improves cognitive skills, such as memory and problem solving, and fosters intercultural understanding, crucial skills in tourism.

Gender Equality

- **Promoting Equality:** Through the teaching of English, gender equality is addressed in content and materials, ensuring that diverse and inclusive role models are presented.
- **Equitable Training:** English classes provide an equitable space where both men and women can develop their language skills, which can contribute to equal employment opportunities in the tourism sector.
- **Awareness and Reflection:** Topics and discussions on gender equality are included in the course content, promoting awareness and critical reflection among students.

Decent Work and Economic Growth

- **Professional Preparation:** English is a crucial tool for tourism professionals, facilitating communication with an international clientele and improving employment opportunities in a globalized market.
- **Competitiveness:** Proficiency in English increases employability and leads to better working conditions and higher wages, promoting decent work.
- **Sector Growth:** Well-trained staff in English contributes to the quality of tourism service, which can attract more tourists and foster sustainable economic growth in the sector.

Responsible Production and Consumption

- **Education for Sustainability:** Through the subject, students are taught about sustainable tourism practices, including responsible consumption and resource management.
- **Sustainable Materials and Content:** Resources and examples used in teaching English include case studies and texts on sustainable tourism and responsible practices.
- **Promotion of Values:** Values of sustainability and responsible consumption can be integrated into lessons, fostering a critical and proactive mindset among students to apply them in their future career in tourism.

8. VIRTUAL / CLASSROOM TEACHING SCENARIO

Training activities and methodology

In this scenario, students will receive both face-to-face and virtual classes. In the case of the former, the division into activity groups established by the Faculty will be followed. The virtual sessions will take place synchronously through Google Meet, either for the entire group or for the activity subgroup that is responsible for following the class online that week.

The evaluation system will be as follows:

Ordinary call

- Attendance and active participation (face-to-face and synchronous online): 20%
- Written and oral presentation (face-to-face and/or synchronous virtual) of group work: 30%
- On-site theoretical-practical exam: 50%

The instructions for the group work and the theoretical-practical test(s) will be published in PLATEA in the first weeks of the course. It will be mandatory to pass the exam in order to pass the course.

Extraordinary call

- Written and oral presentation (virtual asynchronous) of an individual work: 50%
- On-site theoretical-practical exam: 50%

The instructions will be published in PLATEA one month before the official examination date of the extraordinary call for the subject. It will be mandatory to pass the exam in order to pass the course.

Resources

Google Meet, PLATEA, email.

9. VIRTUAL TEACHING SCENARIO

Training activities and methodology

In this scenario, students will only receive virtual classes, synchronously, through Google Meet.

The evaluation system will be as follows:

Ordinary call

- Attendance and active participation (synchronous online): 20%
- Written and oral presentation (virtual synchronous) of a group work: 30%
- Virtual theoretical-practical exam: 50%

The instructions for the group work and the theoretical-practical test(s) will be published on the virtual platform in the first weeks of the course.

NOTE 1: It will be mandatory to pass the exam in order to pass the course.

NOTE 2: In the case of plagiarism and/or use of Artificial Intelligence software (such as ChatGPT) in any of the course activities, students will be awarded a final mark of 0.

Extraordinary call

- Written and oral presentation (virtual asynchronous) of an individual work: 50%
- Virtual theoretical-practical exam: 50%

The instructions will be published on the virtual platform one month in advance of the official examination date of the extraordinary call for the subject.

NOTE 1: It will be mandatory to pass the exam in order to pass the course.

NOTE 2: In the case of plagiarism and/or use of Artificial Intelligence software (such as ChatGPT) in any of the course activities, students will be awarded a final mark of 0.

Resources

Google Meet, virtual platform, email.

DATA PROTECTION CLAUSE (on line exams)

Institution in charge of data processing: Universidad de Jaén, Campus Las Lagunillas, s/n, 23071 Jaén

Data Protection Delegate: dpo@ujaen.es

Purpose: In accordance with the Universities Law and other national and regional regulations in force, carrying out exams and assessment tests corresponding to the courses students are registered in. In order to avoid frauds while sitting the exam, the exam will be answered using a videoconference system, being able the academic staff of the University of Jaén to compare and contrast the image of the person who is answering the exam with the student's photographic files. Likewise, in order to provide the exam with evidential content for revisions or claims, in accordance with current regulation frameworks, the exam will be recorded and stored.

Legitimacy: compliance with legal obligations (Universities Law) and other national and regional regulations currently in force.

Addressees: service providers who are the owners of the platforms where the exams are carried out and with whom the University of Jaén has signed the corresponding data access contracts.

Storage periods: those established in current in force regulations. In the specific case of exam videoconference recordings, not before the examination records and transcripts are closed or the exam can still be reviewed or challenged.

Rights: you can exercise your right of access, amendment, cancellation, opposition, suppression, limitation and portability by sending a letter to the postal or electronic address indicated above. In the event that you consider that your rights have been violated, you may submit a complaint to the Andalusian Council for Transparency and Data Protection www.ctpdandalucia.es

CLASS RECORDING CLAUSE PERSONAL DATA PROTECTION

Person in charge: Universidad de Jaén, Paraje Las Lagunillas, s/n; Tel.953 212121; www.ujaen.es

Data protection delegate (DPO): TELEFÓNICA, S.A.U. ; Email: dpo@ujaen.es

Procedure aim: To manage proper recordings of teaching sessions with the aim of facilitating learning process under a multimodal and/or online teaching

Period for record storage: Images will be kept during legal term according to regulations in force

Legitimacy: Data will be managed according to legal regulations (Organic Law 6/2001, December 21, on Universities) and given consent provided by selecting corresponding box in legal admission documents

Data recipients (transfers or assignments): Any person allowed to get access to every teaching modality

Rights: You may exercise your rights of access, rectification, cancellation, portability, limitation of processing, deletion or, where appropriate, opposition. To exercise these rights, you must submit a written request to the Information, Registration and Electronic Administration Service of the University of Jaen at the address above, or by e-mail to the address above. You must specify which of these rights you are requesting to be satisfied and, at the same time, you must attach a photocopy of your ID card or equivalent identification document. In case you act through a representative, legal or voluntary, you must also provide a document that proves this representation and identification. Likewise, if you consider that your right to personal data protection has been violated, you may file a complaint with the Andalusian Data Protection and Transparency Council www.ctpdandalucia.es

Campus Las Lagunillas s/n | 23071 - Jaén

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