



Polytechnic Institute of Viseu

School of Technology and Management of Viseu

Course title	English II		
Scientific area	Languages		
Teaching method	A communicative approach will be used. Students will be given the widest possible opportunities to use English for self-expression; they will learn it by using as well as analysing it.		
Lecturers:		Language of instruction	English
ECTS	6	Semester	Spring
Hours per week	4,5	Hours per semester	TP: 58,5; OT: 13
Objectives of the course	<ul style="list-style-type: none"> - Describe and discuss different types of travellers and tourists and the ways in which they travel. - Describe and explain the different job roles and work relationships that occur in the hotel, catering, airline, ground transport, hospitality and tourism industries. - Use the specialised language of the travel and tourism industry. - Understand routine information and/or instructions related to the tourism industry and act upon these or respond appropriately. - Contribute to and interact effectively in a variety of simulated practical tourism-related tasks. - Read, interpret accurately and respond unambiguously, to business and tourism texts and data taken from manuals, timetables and guides used by the industry. - Re-present data to complete charts, tables, booking forms, report forms and produce notes and lists. - Complete a variety of simulated practical tourism related tasks. 		
Entry requirements	There aren't any.		
Course contents	<p>I. Talk about the different holiday types (destinations and activities);</p> <p>II. Describe the different types of travellers and tourists and explain their reasons for travelling;</p> <p>III. Describe the variety of ways in which people can travel;</p> <p>a. Explain the advantages and disadvantages of different types of travel;</p> <p>IV. Perform the following tasks specific to airports and airlines:</p> <p>a. make and confirm reservations;</p> <p>b. make announcements; and</p> <p>c. give boarding directions and instructions;</p> <p>V. Perform the following tasks specific to rail, bus, or coach stations:</p> <p>a. extract ticket costs (adult, children, promotional fares);</p> <p>b. confirm numbers, passengers, seats or tickets;</p> <p>VI. Perform the following tasks specific to: cruise ships, holiday/ski resorts, leisure centres, theme parks, etc.:</p> <p>a. check and amend guest/passenger lists/requirements;</p> <p>b. give information on places of interest;</p> <p>c. advise upon and explain anomalies;</p> <p>VII. Taking bookings and asking for confirmation over the phone;</p> <p>VIII. How to make presentations.</p>		

Assessment methods	As far as assessment is concerned, there is a focus on a holistic approach that monitors teaching effectiveness and student learning in multiple ways. Students will be evaluated through different means: an oral exam, a written exam, written and oral tasks as well as their participation and attitudes.
Recommended readings	<p>Beaver, A. (2005). A dictionary of travel and tourism terminology. Wallingford, UK: CABI Publ.</p> <p>Raymond, M. (2015). English Grammar in Use Book With Answers and Interactive Ebook Self-study Reference and Practice Book for Intermediate Learners of English. Cambridge: Cambridge University Press.</p> <p>Strutt, P. (2013). English for International Tourism: Intermediate. Essex: Pearson</p> <p>Strutt, P. (2013). English for International Tourism: Upper-Intermediate. Essex: Pearson</p> <p>Walker, R., & Harding, K. (2009). Oxford English for Careers: Tourism 1. Oxford: Oxford University Press.</p> <p>Walker, R., Harding, K. (2007). Oxford English for Careers Tourism 2. Oxford: Oxford University Press.</p> <p>Walker, R., Harding, K. (2009). Oxford English for Careers Tourism 3. Oxford: Oxford University Press</p>
Additional information	