

EXAMES DE COMPROVAÇÃO DE CONHECIMENTOS

DISCIPLINA	CÓDIGO
INGLÊS TÉCNICO	LEG041

EMENTA

Desenvolvimento da expressão, compreensão oral, escrita e leitura da língua inglesa, no nível intermediário, utilizando situações e textos na área de turismo, para a realização de um projeto. Este é constituído por duas tarefas: 1) a construção de um folder referente a um pacote turístico; 2) uma rodada de negociações visando a vender o pacote. Ênfase nas habilidades orais (compreensão e expressão oral).

PROGRAMA:

1- *Settings*: travel agencies and tour operators; recruitment and job hunting; tourism organizations and tourist boards; tour operators, tourist information centers, travel agencies; tour operators and hoteliers; ecological and economic issues; national and local government; environmental and tourism agencies; customer relations departments.

2- *Professional activities developed in the settings*: giving holiday information; talking about holiday experiences; writing and responding to letters of enquiry; writing CV's and covering letters; taking part in job interviews; note-taking; writing a summary based on notes; giving a short presentation from notes; talking and writing about modern day developments; working with figures; designing a questionnaire and carrying out a survey; giving information from a chart; reporting on the nature and value of tourism in a country; telephoning; taking bookings and filling in booking forms; asking for and confirming information; writing letters of confirmation; writing a set of instructions: payment procedures; reading brochures; giving information and advice; helping clients make choices; writing letters of recommendation; writing reports; planning package tours; negotiating an agreement; writing a letter of confirmation; identifying strengths and weaknesses of a country; describing ways of promoting an area; writing promotional materials; describing an itinerary; presentations: reporting on a familiarization trip; taking part in public meetings; writing press releases; mapping an itinerary; writing a fax: improving airport passenger handling facilities; making recommendations to a tourist board; dealing with complaints; writing letters of apology; writing letters confirming agreements.

3- *Language focus*: compound nouns; simple/continuous verb forms; past simple/present perfect simple; the definite article; asking questions/tag questions; the passive; referring to the future; countable and uncountable nouns; reporting verbs; phrasal verbs; infinitive or gerund.

4- *Vocabulary*: types of holiday prices; remuneration; formal and informal language; types and means of travel; British and American usage; phrasal verbs used in phone calls; payment procedures; negotiations; advertising and publicity; brochure language; meetings - verb and noun collocations; transport; prefixes; adjectives describing personality.

5- *Speechwork*: word stress; stress in words ending in *-ate*, *-ic* and *-able*; past verb forms with *-ed*; the schwa; reading figures aloud; the alphabet; intonation in questions; intonation in

EXAMES DE COMPROVAÇÃO DE CONHECIMENTOS

tag questions; contracted forms of modals and auxiliaries; pausing and rhythm; word boundaries; contrastive stress.

Bibliografia Básica

JACOB, Miriam & STRUTT, Peter. *English for international tourism*. London: Longman, 1997.