

Modularising Multilingual and Multicultural Academic Communication Competence for BA and MA level

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SCENARIO INFORMATION

Institution	University: The University of The Algarve Faculty: The School of Management, Hospitality and Tourism	
Title of scenario	Hosting a multilingual group of business partners	
Topic in keywords	Tourism, hospitality, business	
Student	Name: ID:	
Deadline	Date:	Received:
Form(s) of assessment	<input checked="" type="checkbox"/> Teacher <input type="checkbox"/> Peer <input type="checkbox"/> Self-assessment	
Setting	You are working in an international company and you are in charge of hosting a visiting group of business partners. These visitors speak Portuguese, English, Spanish and German. Your assignments include: -Receiving the visitors and presenting the visit schedule; -Presenting the company; -Hosting a business dinner.	
Tasks overview	<p>Task 1 (2 hours): Receiving the visitors and presenting the visit schedule You will welcome the visitors, ask about the journey, offer something to eat/drink and present/explain the visit schedule.</p> <p>For this you will need to:</p> <ol style="list-style-type: none"> 1.1. Decide who the visitors are (name, company, country) and make a list 1.2. Write down a visit schedule in three different languages 	
	<p>Task 2 (3 hours): Presenting the company You will describe the company indicating branch/es, foundation date, location/s, products/services, number of employees and revenue.</p> <p>For this you will need to:</p> <ol style="list-style-type: none"> 2.1. Prepare a PPT presentation (in two different languages/ maximum 10 slides) with the main information about the company that hosts the visit 2.2. Deliver your presentation in the language you didn't use in the slides and respond to questions from the audience. 	
	<p>Task 3 (2 hours): Hosting a business dinner You will make small talk in Portuguese, German and English. You will describe/explain the dishes in the menu, follow the conversation of others in Portuguese, German, English and Spanish and mediate the conversation between visitors using different languages.</p> <p>For this you will need to:</p> <ol style="list-style-type: none"> 3.1. Decide the main topics of the conversation 3.2. Define which dishes will be served during dinner and prepare their description 	
Resources	<p>Task 1: video camera Task 2: video camera and data show Task 3: video camera, a set "dinner table"</p>	

Multilingual student profile required for scenario outputs		<i>Reading</i>	<i>Listening</i>	<i>Spoken interaction</i>	<i>Spoken production</i>	<i>Writing</i>
	Portuguese	B1	B1	B1	B1	B1
	German	A1/A2	A1/A2	A2	A2	A1/A2
	English	B1	B1	B1	B1	B1
	Spanish	-	B1	-	-	-
	Intercultural skills and competences	-	-	x	x	-
	Strategies (including multilingual multicultural strategies)	-	x	x	x	-
	Independent learning skills and competences (including examination skills and competences)	-				



In order to illustrate their specific multilingual and multicultural profiles, students can store samples of their work in the Dossier of their **Academic ePortfolio**.

To familiarise yourself with the terminology, assessment criteria and assessment grids from the MAGICC project or the reference levels of the Council of Europe's Common European Framework of Reference for Languages, please consult the **MAGICC Transparency tools**.

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Assessment scheme

Level of mastery Percentage %	Inadequate 0 – 49.9 %	Basic 50 – 59.9 %	Satisfactory 60 – 79.9 %	Full 80 – 100 %
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to be used with the corresponding MAGICC assessment grid (<http://sepia.unil.ch/magicc>)

Task 1

👉(2 hours): Receiving the visitors and presenting the visit schedule

Expected output: Interaction in three different languages (including L1) in job-related situations: Welcoming an international group of visitors, asking about the journey, offering something to eat/drink and presenting/explaining the visit schedule.

1.1	Core competence: Can conceptualise and communicate information, knowledge and expertise in a multilingual and multicultural context		Level of mastery / Percentage	Comment
Skills / strategies: Strategies for academic and professional spoken production Learning outcomes: Use a variety of strategies to manage the coexistence of several languages in spoken production situations and use one's own multilingual and multicultural repertoire and prior knowledge to strengthen, enrich and diversify spoken communication of information to different audiences.				
Assessment criteria and task specification	Planning: - Prior knowledge - Preparation	Sub-task 1.1.1 <ul style="list-style-type: none"> • Prepare a list of the expected visitors with their complete identification. Identify the language (Portuguese, English, Spanish and German) in which you can/should address your visitor(s). • Write down a visit schedule in three different languages. 		
	Effectiveness in execution I: - Active participation - Compensation - Accommodation	Sub-task 1.1.2 <ul style="list-style-type: none"> • Welcome and address your visitors adequately. • Make sure you have the necessary language and communication competences you will have to use to explain the visit schedule to each one of the visitors. • Be polite. • Make a clear presentation of the visit schedule in L1, L2 and L3. 		

Overall achievement for task 1

Circle what applies

Level of mastery	Inadequate	Basic	Satisfactory	Full	Overall achievement for task 1
Percentage %	0 – 49.9 %	50 – 59.9 %	60 – 79.9 %	80 – 100 %	

Task 2

👉 (3 hours): Presenting the company

Expected output: A well-structured presentation/information session **in different languages:** describing a company indicating branch/es, foundation date, location/s, products/services, number of employees, revenue, identifying the different departments, locating the different departments in the building, introducing the different heads of department and describing their main functions.

2.1.	Core competence: Can conceptualise and communicate information, knowledge and expertise in a multilingual and multicultural context		Level of mastery / Percentage	Comment
Skills / strategies: Strategies for academic and professional spoken production				
Learning outcome: use a variety of strategies to manage the coexistence of several languages in spoken production situations and use one's own multilingual and multicultural repertoire and prior knowledge to strengthen, enrich and diversify spoken communication of information to different audiences				
Assessment criteria and task specification	Planning: - Prior knowledge - Preparation	Sub-task 2.1.1 <ul style="list-style-type: none"> • Prepare a PPT presentation (in two different languages / maximum 10 slides). Include main information about the company that hosts the visit, such as branch/es, foundation date, location/s, products/services, number of employees and revenue. • Anticipate possible questions from the audience and prepare possible answers in all three languages. 		
	Effectiveness in execution I: - Active participation - Compensation - Accommodation	Sub-task 2.1.2 <ul style="list-style-type: none"> • Use the visual elements in the slides to help you guide your presentation. For the oral presentation use the language spoken/understood by most visitors. • Use short and clear sentences. 		
	Effectiveness in execution II: - Monitoring - Information management	Subtask 2.1.3 <ul style="list-style-type: none"> • Translate information if required by the audience. 		

Overall achievement for task 2

Circle what applies

Level of mastery	Inadequate	Basic	Satisfactory	Full	Overall achievement for task 2
Percentage %	0 – 49.9 %	50 – 59.9 %	60 – 79.9 %	80 – 100 %	

Task 3

 (2 hours): Hosting a business dinner

Expected output: Small talk in Portuguese, German and English describing/explaining the dishes in the menu, following the conversation of others in Portuguese, German, English and Spanish and mediating the conversation between visitors using different languages.

Assessment criteria and task specification	3.1. Core competence: Can conceptualise and communicate information, knowledge and expertise in a multilingual and multicultural context Skills / strategies: Intercultural skills and competences for academic and professional spoken production Learning outcomes: Create a common understanding when interacting with a person(s) with a different multicultural profile(s) appropriate to the context, objective and relationship		Level of mastery / Percentage	Comment
	Adaptability I: Behavioural flexibility	Sub-task 3.1.1 <ul style="list-style-type: none"> Decide the main topics of the conversation. Make sure that they are acceptable according to your guests' culture. Define which dishes will be served during dinner and prepare their description. Make sure that the food served doesn't violate your guests' religious beliefs. 		
	Adaptability II: Communicative awareness	Sub-task 3.1.2 <ul style="list-style-type: none"> Make appropriate small talk in Portuguese, German and English. Describe/explain the dishes in the menu, follow the conversation of others in Portuguese, German, English and Spanish. 		
	Knowledge I: Knowledge discovery	Sub-task 3.1.3 <ul style="list-style-type: none"> Mediate the conversation between visitors using different languages and ensure that concepts refer to the same notions and representations in different languages. 		

Overall achievement for task 3

Circle what applies

Level of mastery	Inadequate	Basic	Satisfactory	Full	Overall achievement for task 3
Percentage %	0 – 49.9 %	50 – 59.9 %	60 – 79.9 %	80 – 100 %	



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INSTITUTIONAL INFORMATION

Institution	University: The University of The Algarve Faculty: The School of Management, Hospitality and Tourism
Programme	Programme: Tourism/Hotel Management/Tourism Animation and Information Module/Course: German for Tourism and Hospitality II
Cycle	<input checked="" type="checkbox"/> BA <input type="checkbox"/> MA <input type="checkbox"/> Other please specify _____
Expected learning outcomes of programme/module/course/	<ul style="list-style-type: none"> - Interact in job-related communication situations such as hosting a visitor, telephoning, travel, talking about one's job, socialising, etc. in several languages - Accept the co-existence of several languages in a communicative situation and use own multilingual, multicultural and intercultural repertoire for communicative effectiveness - Understand and adapt to the special communication requirements of a multidisciplinary work context in different languages and make effective contribution to multidisciplinary teams in different languages - Communicate with confidence in various languages for appropriate professional relations and interaction needed in the execution of tasks. - Use one's own multilingual and multicultural repertoire to communicate in written form information and own expertise to different audiences - Show understanding of culture and different individual multicultural profiles and their influence in communication and have an overall understanding of the kinds of communicative difficulties that can arise in an intercultural context
Number of ECTS	8
Type of assessment	<input checked="" type="checkbox"/> Continuous <input type="checkbox"/> Final exam <input type="checkbox"/> Validation of module <input type="checkbox"/> Other please specify _____



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