



## IDENTIFYING DATA

### Commercial English

Subject	Commercial English			
Code	V06M101V03106			
Study programme	Máster Universitario en Comercio Internacional - No Presencial			
Descriptors	ECTS Credits	Choose	Year	Quadmester
	4.5	Mandatory	1st	1st
Teaching language	English			
Department				
Coordinator	González Crespan, María Araceli			
Lecturers	García de la Puerta, Marta González Crespan, María Araceli Trusca, Marioara Mirela			
E-mail	acrespan@uvigo.es			
Web	<a href="http://http://mcinternacional.webs.uvigo.es/es">http://http://mcinternacional.webs.uvigo.es/es</a>			
General description	This subject will address the four communication skills in English for international commerce as well as the importance of cultural aspects in communication			

## Training and Learning Results

Code	
A3	That students are able to integrate knowledge and handle complexity and formulate judgments based on information that was incomplete or limited, include reflecting on social and ethical responsibilities linked to the application of their knowledge and judgments.
B3	Proficiency in foreign languages applied to commerce.
C18	Knowledge of the specific registers of English for business.
C19	Mastery of business writing in English, correct use of technical terms.
C20	Oral command of business language in English.
C21	Knowledge of English in specific contexts: trade fairs, markets, meetings, negotiations.
C22	Development of communication and protocol skills.
D1	Ability to understand the meaning and application of the gender perspective in the different fields of knowledge and in professional practice with the aim of achieving a fairer and more egalitarian society.

## Expected results from this subject

Expected results from this subject	Training and Learning Results
Speak well in public, dominating the oral language and the communicative strategies and of protocol, emphasizing the use of non-sexist, inclusive language.	A3 B3 C20 C22 D1
Knowledge and command of the international language for business, of the different registers and their application in specific contexts, incorporating a gender perspective.	A3 B3 C18 C19 C21 D1

Knowledge of the techniques of sale, strategies, products, brands and communication in international commerce as well as the practical application in the communicative functions in English	A3 B3 C20 C21 D1
Command of the specific terminology and the correct application and use in written texts in English.	A3 B3 C18 C19 D1

## Contents

Topic	
Vocabulary acquisition and use of dictionaries and reference books	1.1. Systematic learning of terminology: suffixes and prefixes, lexical families, derivation, frequent combinations, false friends, phrasal verbs, ... 1.2. Use of dictionaries and other materials of reference: types, information, researches in the web 1.3. Inclusive, non-sexist language
Culture and communication	2.1. Concept of culture and its influence in communication 2.2. Intercultural communication in international trade. The value of gender perspective 2.3. Verbal and non verbal communication
Written communication	3.1. Register 3.2. Typologies of texts and commercial documents 3.3. Correspondence: Emails, faxes and commercial letters. 3.4. Documents of international trade
Telephone conversations	4.1. Pronunciation and fluency. Structure and phrases for telephone conversations 4.2. Preparation and aural understanding 4.3. Contact: messages, prices and discounts, methods of payment

## Planning

	Class hours	Hours outside the classroom	Total hours
Introductory activities	2	0	2
Lecturing	6	12.5	18.5
Laboratory practical	26	50	76
Portfolio / dossier	0	4	4
Objective questions exam	1	0	1
Project	0	2	2
Simulation or Role Playing	0	2	2
Objective questions exam	1	2	3
Oral exam	0	2	2
Portfolio / dossier	0	2	2

\*The information in the planning table is for guidance only and does not take into account the heterogeneity of the students.

## Methodologies

	Description
Introductory activities	Presentation of the subject, of the system of work, the materials, the bibliography and the evaluation.
Lecturing	Presentation of theoretical contents-practical, discussion and instructions for tasks and activities.
Laboratory practical	Practice of communicative skills in English in small groups, through individual activities, in pairs or in group.

## Personalized assistance

Methodologies	Description
Laboratory practical	Practicing the communicative skills in English in small groups, through individual or group activities.

## Assessment

	Description	Qualification	Training and Learning Results		
Portfolio / dossier	Glossary of commercial terms.Report. Group activity	15	B3	C18 C19	D1

Objective questions exam	Listening comprehension test. Individual.	15	A3	B3	C18 C21	D1
Project	Cultural conflicts: Dilemma and decision. Pair activity. Peer review.	15	A3	B3	C21 C22	D1
Simulation or Role Playing	Commercial correspondence. Group activity.	15	A3	B3	C18 C19 C21	
Objective questions exam	Listening comprehension test: An Overseas Customer. Individual.	15		B3	C18 C21 C22	
Oral exam	Recording a telephone message. Individual.	10		B3	C18 C20 C21	
Portfolio / dossier	Interpreting non-verbal clues. Individual	15	A3	B3	C21 C22	

### Other comments on the Evaluation

VIRTUAL STUDENTS: The course is designed for continuous assessment. The condition to be evaluated will be the timely delivery of the activities published in the platform at the beginning of the course. Any task delivered after the deadline will not be evaluated (unless it is within the following 24 hours, all activities will be evaluated on a FAIL/PASS basis). Students not passing the subject at the end of the course (January) will be entitled to take an exam in July whose result will be the final grade.

**N.B.: In case of any type of plagiarism the final grade will be *suspensio (fail)*.**

PERSONAL ATTENTION: It may be done remotely (e-mail, campus remoto, forum in Moovi, ...) by appointment (all efforts will be made to respond no later than 3 working days).

### Sources of information

#### Basic Bibliography

#### Complementary Bibliography

Aspinall, T. & G. Bethell, **Test Your Business Vocabulary in Use. Intermediate.**, 1ª, Cambridge UP, 2003

Lisboa, Martin and Michael Hanford, **Business Advantage, Advanced**, 1st, Cambridge University Press, 2012

Morrison, Janet, **The International Business Environment**, Palgrave, 2002

Guffey, Mary Ellen, **Business Communication. Process and Product**, Southwestern College, 2000

Lau, Susan, Freya Preuss, Rosemary Richey, Margit Soll and Isobel Williams, **Money Matters**, 1st, Rio Press/Richmond, 2018

**Cross-Cultural Communication**, 1st, Insight Media,

### Recommendations

#### Subjects that continue the syllabus

International Professional Communication/V06M101V03206

### Other comments

The starting point recommended for the course is a B2 level of the European Framework of Reference for Languages. Any student with a lower level at the beginning of the course should contact the professor.

A complete bibliography will be provided with each module.