

Tabla: Diagnóstico de Necesidades y Propósitos Específicos en el Uso del Inglés
Proyecto ED-3210 – Diciembre 2015

AREAS	TOPICS	LINGUISTIC FUNCTIONS	TASKS
Customer service	Tour itinerary	Welcoming tourists, asking about their trip and arrival, explaining itinerary details	Describing departure and arrival procedures and times
	Safety procedures	Suggesting tours	Using life vest, equipment, sun cream, clothing, shoes,
	Special needs (elders, blind-deaf people, medication)	Dealing with prices, discounts, offers	
	Conflict resolution	Closing deals	Discounts, offers, payment options
	Handling frustration, stress	Explaining safety procedures and monitoring compliance with rules	Interactive skills, turn taking, keeping a conversation going, negotiating meaning, asking for repetition
	Handling heterogeneous groups	Justifying tour cancellations and managing tourists' expectations	Weather and ocean conditions
	Biodiversity (plants, animals, landscape)	Describing the surroundings	Dolphins, whales, birds, fish, precolonial spheres, snakes
Professional development	Dress code	Receive and deal with complaints	
	Daily high expectations to avoid boredom of daily routines	Improving study skills	Being proactive
	Overcoming obstacles, personal growth	Using techniques to keep learning	Becoming independent learners
	Life-long learning skills / Losing passion	Describing personal goals	
	Team work – leadership	Coordinating with tour operators and boat captains	Providing feedback during inspection processes or while mentoring
	A union, unemployment, without a regular employer	Asking for social security benefits, retirement plans	
Ethics	Unfair competition	Providing reliable information Unauthorized tour guides	Showing politeness
	Sexual harassment	Filling out applications and complaints	Facing threats, kinds of drugs
	Drug trafficking and consumption	Rejecting drug deals, calling the police	
	Not lying or guessing	Providing relevant facts about the local biodiversity	Dolphins, whales, birds, fish, precolonial spheres, snakes
	Cultural differences – ethnic groups	Praising and respecting cultural diversity	Body language and proximity

AREAS	TOPICS	LINGUISTIC FUNCTIONS	TASKS	LANGUAGE SKILLS
Customer service	Tour itinerary	Welcoming tourists, asking about their trip and arrival, explaining itinerary details	Describing departure and arrival procedures and times	Guessing meaning from context
	Safety procedures	Suggesting tours	Using life vest, equipment, sun cream, clothing, shoes,	Listening for main ideas or details
	Special needs (elders, blind-deaf people, medication)	Dealing with prices, discounts, offers		Identifying cognates
	Conflict resolution	Closing deals	Discounts, offers, payment options	
	Handling frustration, stress	Explaining safety procedures and monitoring compliance with rules	Interactive skills, turn taking, keeping a conversation going, negotiating meaning, asking for repetition	The same from the left
	Handling heterogeneous groups	Justifying tour cancellations and managing tourists' expectations	Weather and ocean conditions	
	Biodiversity (plants, animals, landscape)	Describing the surroundings	Dolphins, whales, birds, fish, precolonial spheres, snakes	
Professional development	Dress code	Receive and deal with complaints		
	Daily high expectations to avoid boredom of daily routines	Improving study skills	Being proactive	
	Overcoming obstacles, personal growth	Using techniques to keep learning	Becoming independent learners	
	Life-long learning skills / Losing passion	Describing personal goals		
	Team work – leadership	Coordinating with tour operators and boat captains	Providing feedback during inspection processes or while mentoring	
	A union, unemployment, without a regular employer	Asking for social security benefits, retirement plans		
Ethics	Unfair competition	Providing reliable information Unauthorized tour guides	Showing politeness	
	Sexual harassment	Filling out applications and complaints	Facing threats, kinds of drugs	
	Drug trafficking and consumption	Rejecting drug deals, calling the police		
	Not lying or guessing	Providing relevant facts about the local biodiversity	Dolphins, whales, birds, fish, precolonial spheres, snakes	
	Cultural differences – ethnic groups	Praising and respecting cultural diversity	Body language and proximity	

Otras funciones lingüísticas específicas:

- Sugerir paquetes turísticos o cambios de itinerario
- Realizar ventas de servicios turísticos vía Internet o verbalmente
- Explicar y monitorear el seguimiento de procedimientos y normativas dentro de Parques Nacionales
- Recibir y atender solicitudes, quejas o denuncias por parte de turistas internacionales
- Explicar y justificar cancelaciones de tours debido a imprevistos
- Brindar datos, descripciones e interpretaciones ambientales de los destinos turísticos de la zona
- Evacuar dudas sobre la biodiversidad de la zona