

CONTRIBUTIONS OF STUDENTS OF THE MODERN LANGUAGE PROGRAM TO THE
GROUP OF PROTECTION TO THE TOURISM AND NATIONAL HERITAGE MEBOG

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Internships report to choose for the professional title in Modern Languages

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INTRODUCTION

According to the nature of the National Police and taking as a basis the right to enjoyment of free time through tourism in secure environments, the General Law of Tourism "Law 300 of 1996", creates the Tourist Police, within the Directorate of Specialized Services of the National Police. Hierarchically the Tourist Police depends on the National Police and administratively depends on the Ministry of Commerce, Industry and Tourism.

In this sense, Decree No. 4222 of November 23, 2006 "By which the structure of the Ministry of National Defense is partially modified" establishes in article 9 the functions of the Directorate of Protection and Special Services, giving it competence to guide and establish the necessary guidelines for the fulfillment of protection services for people, for the environment and natural resources, for children and adolescents, for tourists and for the archaeological, cultural and religious heritage of the nation.

Thus, the General Tourism Law assigns to the Tourism Police the objective of providing a specialized service in information and guidance to national and foreign tourists, generating a tourist coverage that allows to satisfy the security needs according to the professional profiles of the police officers that belong to the Group of Protection to Tourism and National Heritage of the Metropolitan of Bogota. However, they only have a technical level acquired from the Training Schools with the title "Professional Technician in Police Service", which is aimed at serving the

community and few of these police officers have a knowledge and / or speak in a foreign language.

Although the area of Protection of Tourism and National Heritage, constantly generates spaces and / or agreements for the training of personnel through the National Directorate of Schools or by entities and educational institutions of languages, The mastery of a foreign language within the institution becomes complex for some police officers and it is not possible to obtain fluency in the language when having contact with a foreigner which hinders communicative processes, both oral and written, consequently the service to the foreign tourist community does not have the desired impact on the visitor, which affects the quality in the service provision.

PROBLEM DEFINITION

The Group of Protection to the Tourism and National Patrimony (MEBOG), is located in the city of Bogota, Its main office is located at 28 St. # 13-22 on the sixth floor and currently has one hundred and ten (110) police officers distributed among Officers, Executive Officers, Patrolmen and Police Auxiliaries, these are in all the tourist surroundings of the capital city, such as: Terminals of transport, Airport, Historic Center, Plaza de Bolivar, Santander and the Periodistas park, Museum the Gold, Museum the Esmeralda, Museum Botero, Museum National, Casa de la Moneda, etc.

MEBOG, knows the deficiencies in the handling of languages since there is a disinterest in the members to learn a foreign language. Currently in Colombia people are being encouraged to start their learning process in the English language, but mistakes are made because they are only based on teaching in a classroom and the students do not get motivated to acquire more knowledge on their own using other tools help. Since languages are only learned through practice and what most disturbs people when they want to start learning it is to speak, For fear that they are not speaking well, this because many educational institutions only dedicate themselves to teaching the written and grammatical part but do not focus on the oral part that is fundamental in learning another language.

The problem is that there is no awareness by members of the Tourist Police of the problems that non-use of a foreign language has for communication, given that it brings economic, interpersonal and labor relations benefits. According to Grandinetti, "Knowing a

foreign language is a difference that stands out within the curriculum vitae, since companies need qualified people who can continue negotiations with international allies if employees can communicate with other companies from all over the world, they can help the company grows rapidly and steadily.” *Antonella Grandinetti. "Razones y beneficios de aprender un idioma", Suite101. Argentina, 29 de agosto de 2009, Sección Educación y Formación.*

JUSTIFICATION

As students of Modern Languages at the ECCI University, we were able to perform in different contexts, supporting the Tourism Police in multilingual and multicultural environments, by optimizing the communicative dynamics inside the organization, contributing in the interpretation and translation of texts, which in turn facilitated the exchange of information between the different levels of the institution, Because tourism today is a fundamental aspect in the well-being of the human being and should be a sustainable activity in the environment where it is presented.

In this way and contributing to the mission of the Group of Protection to the Tourism and National Patrimony of the Metropolitan of Bogota, We developed actions that were executed in the different sites of tourist attraction of the city of Bogota and which are directed to minimize the criminal and contravencional actions, the actions were:

In the different points of tourist information located in the city, cultural heritage campaigns were developed in order to strengthen and raise awareness of tourists from countries such as: Australia, France, Morocco, Sweden, Germany, among others; Also, tourists were given some safety recommendations on tourist sites such as:

- Have a map of the city and learn about the security situation in different places.
- Take note of the address and phone number of the hotel where you are staying.
- Do not receive food from strangers.

- Evade walking alone in dark areas.
- Change your currency in unauthorized banks.
- Only carry the necessary money.



A campaign called "Tourism for all, universal accessibility" was carried out, where the Protection of Tourism and National Patrimony Group of the Metropolitan of Bogotá was supported by making a representative parade of different regions of the country in order to highlight the great importance of the biodiversity, culture and wealth of each region, having as participation different entities and providers of tourist services, like Chivas Tours, Museum la Esmeralda, Hotel Opera, among others. likewise with the Folklore Group of the ECCI University.



An ecological tour was made with tourists from different parts of the world who visit the capital city, informing them and guiding them, about the care that must be taken during the walk. They were introduced to different ecosystems of flora and fauna, information was provided on the tourist attractions to visit and on the care for the environment. They were also given some recommendations to start the march and not suffer any health hazards, such as:

- Take hydration and refreshment.
- Carry the card or health insurance data and an identification card
- Do not bring babies or pets.



In the sanctuary of Monserrate activities of accompaniment were developed to the foreign tourists, letting them to know its religious character, as symbol par excellence of the capital, Also the Religious Tourism campaign was carried out where the citizens were sensitized on the tourists who visit the capital city, in order to impact in an integral and strategic way the security and citizen coexistence. Even so, tourists are given some safety recommendations in English, French or German; such as:

- Do not neglect your personal belongings.
- When you are the victim of theft or threat, report the incident to the police.
- Always carry your minor children by the hand.
- Put your cell phone in a safe place.
- Do not leave your vehicle on public roads.
- Do not allow your children to play on railings, elevators, and escalators.
- Do not carry large amounts of cash with you.
- Do not carry valuable objects or valuable jewelry.
- If it is possible do not carry several objects or packages that hinder his mobility.
- Always stay alert and do not trust in strangers.



It was performed an accompaniment and guidance in English to tourists who visit the waterfall el Arzobispo, where the travelers carried out sports activities, and they were given guidance and information on this forest reserve and the safety measures that should be taken by these trails, such as not taking alternate roads that are not indicated because they could be the object of theft or get lost there.



Equally, tourists were offered some safety recommendations in order to prevent them from being victims of theft by means of tickling and deceit, in order to create spaces of trust and interaction between the members of the Tourism and National Heritage Protection Group MEBOG and foreign tourists, thereby protect all the habitants who visit the city.



In this way, the development of competences and ethical principles of the institution was promoted, through a culture of learning in a foreign language, taking into account the professional profile that the members of the Tourist Police must have since they are the ones in charge of coordinating, directing, guiding, supporting, supervising and evaluating at national level the fulfillment of the functions assigned to the tourist police and thus contribute to the institutional missionary process of coexistence and citizen security. Likewise, they must have competencies to meet the needs of foreign tourists from different parts of the world, allowing them to be interlocutors in organizational processes related to tourism and it will give them the capacity to strengthen organizational communication in work environments and services of the National Police.

It is important to emphasize that the inclusion of learning in a foreign language could strengthen the projection of the staff of the Tourism Police as active subjects in the tourist activity vis-a-vis foreign visitors that the city of Bogota has, which is increasing more and more, So that they present an interaction as a guide, support and safety factor that makes the experience in the capital more enriching.

CONCLUSIONS AND RECOMMENDATIONS

The professional internships that were generated between the ECCI University and the Group of Protection to the Tourism and National Patrimony allowed us to learn and to confront our knowledge with the reality and from the research, considered as an innovative and participatory experience, the social critical approach is taken as the basis of the training. It can be said that the period of internships was a fundamental part in the development of our major, serving us to know how a professional develops in the labor field and letting us know what our limitations and skills were.

Equally we as interns feel that we were a great support for the Tourist Police through our intervention as interpreters of languages, being a channel of communication between the foreigners and the police, contributing to the missionary of the group and contributing with the service to the community. Consequently, this strategic alliance allowed to solve the problems of communication that were presented with the foreign citizens and the Institution, Since they have very few professionals specialized in languages that can develop successful communicative processes between tourists and representatives of the Tourism Police.

We think that the members of the tourism police, although they consider it very important to have knowledge in a foreign language, they are unmotivated in doing so since they do not know the internal regulations of the Police, where a Manual of welfare and quality of life for staff of the institution is promoted. This was done with the purpose of having a consultation tool that allows to guide in a timely manner aspects related to the benefits of law, stimulus,

incentives, welfare programs, delimiting to detail the administration and granting of these benefits and incentives, achieving an objective implementation of positive impact to the men and women of the Institution and their families, aligning it in this way with the policy of human management and optimal quality of life.

In this way we were able to analyze that the majority of members of the Group of Protection to Tourism and National Heritage MEBOG, are demoralized by several problems that the institution has today, such as: the promotion in the Executive level, the long shifts of working, and the services that often become vagaries of the commanders, among others. This manual of well-being and quality of life speaks to us of a good working environment, emphasizing that it is a factor of great incidence in the performance and productivity of the person, being a facilitator of actions called "successful" in the provision of police service, which accompanied by adequate programs of personal, work and family life quality enhance the skills and optimal results in the development of different processes and procedures. Although this manual mentions all the benefits and incentives that can obtain the Police officers, we from the internships we saw a lot of nonconformity and complaints focused on the bad work environment that the members of police of tourism handle, and who are not motivated to acquire knowledge because they see it as; "The more knowledge, the more problems".

We conclude that it is of the almost importance for tourism police to learn a foreign language as our country is seeing the arrival of countless foreigners who are mobilized by the main tourist destinations in the country and police officers are required who can communicate with these communities to provide better service and image in all aspects.

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