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**TQF. 3 Course Syllabus**

**Course Title :**IHT2401: English for Hospitality Business

**Credits:**3(3-0-6)

**Semester :**2**Academic Year :**2013

**Curriculum :** Bachelor of HTM? (HTM student)

**International College, SuanSunandhaRajabhat University**

**(SSRUIC)**

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**Section 1 General Information**

**1. Code and Course Title:** IGL1103: English Composition for Daily Life

**2. Credits:**3(3-0-6)

**3. Curriculum and Course Category :**

This course of Bachelor of Arts, International College, SSRU is categorized in Specialized Areas Courses**.**

**4. Lecturer (s) :**

Aj.Kanyapilai Kunchornsirimongkon

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**5. Year / Semester**

Year 2/ Semester2 2013

**6. Prerequisite Course**

**None**

**7. Co-requisite Course :**

**None**

**8. Learning Location**

**Building Number :**

**9. Last Date for Preparing and Revising this Course:**

January 15th, 2014

**Section 2 Aims and Objectives**

**1. Course Aims**

At the end of this course, the student will be able to perform in the following areas of performance:

* 1. Build up students’ listening and speaking skill in a communicative fashion in Hospitality business.
  2. To engage students in role-play activities.
  3. Develop students abilities/skill of understanding and answering oral question posed by instructor.
  4. Improve their proficiency in English grammar and usage.
  5. to require students to demonstrate their performance/achievement in communicating in English with potential customers in simulated hospitality industry situations.

**2. Objectives for Developing / Revising Course (content / learning process / assessment / etc.)**

The basic goal of this course has been duplicated: to show students how English for hospitality is essential to success in the real world, and then to help them develop the writing skills they need to succeed in their college, work, and everyday lives.

**Section 3 Course Structure**

**1. Course Outline**

English Vocabulary and expressions for front office; housekeeping Food and Beverage services; communication with guests and staff members; listening; speaking; writing and reading;  comprehension from articles and books on hotel business**.**

**2. Time Length per Semester (Lecture – hours / Practice – hours / Self Study – hours)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Lecture** | **Practice/**  **Field Work/Internship** | **Self Study** | Remedial Class |
| 3hours/ week | 0hours | 6 hours/week | Upon request |

**3. Time Length per Week for Individual Academic Consulting and Guidance**

1 hour/ week

**Section 4 Developing Student’s Learning Outcomes**

| **Learning**  **Standards/Outcomes** | **Learning Activities** | **Learning Assessment** |
| --- | --- | --- |
| 1. **Ethics and Morals**   To have responsible in fully participate and being on time for classes. | Work in group and/or individual | 1. Class Attendance  2. Individual/ group assignment  3. Group discussion |
| 1. **Knowledge**   Able to identify, analyze the subject and able to have the feedback among other students on the course materials. | Class discussion/presentation /work shop/case study discussion/ Test | 1. Quiz  2. Midterm examination  3. Final examination |
| 1. **Cognitive Skills**   Work on case study on the course during classes. | Work assignment/  Feedback and able to share the matters during the class go along. | Monitor and outcome on their personal interest and their work assignments. |
| 1. **Interpersonal Skills and Responsibilities**   Able to participate in class and work with classmates appropriately. | Respectful, proper way to communicate with others during class. Personality, grooming in professional way. | Outcome of their work assignments. |
| 1. **Numerical Analysis,**   **Communication and Information Technology Skills**  Able to demonstrate with communication skills and working as a team. | Communication performance in speaking, writing and working with others. Personality and appearance development. | Presentation as individual and group. |

**Section 5 Lesson Plan and Assessment**

1. **Lesson Plan**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Week** | **Topic/Outline** | **Hours** | | **Learning Activities and Medias** | **Lecturer(s)** |
| 1 | **Introduction**   * *Pre-Test speaking and conversation* | 3 | | * Explain about class in general and grading system * Lecture / Pre-testing * Ice Breaking * Individual Assignment | Aj.Kanyapilai |
| 2 | **Unit1:Hotel facility and vocabulary 1**   * *Front office* | 3 | | * PowerPoint presentation * Lecture * Speaking and listening Practice 1 | Aj.Kanyapilai |
| 3 | **Unit 2: Hotel facility and Vocabulary 2**   * *House Keeping* | 3 | | * PowerPoint presentation * Lecture * Speaking and listening Practice 2 | Aj.Kanyapilai |
| **Week** | **Topic/Outline** | **Hours** | | **Learning Activities and Medias** | **Lecturer(s)** |
| 4 | **Unit3: Greeting and Explaining facilities in Hotel**   * *Gesture and Manner* | 3 | | * PowerPoint presentation * Lecture * Speaking and listening Practice 3 | Aj.Kanyapilai |
| 5 | **Unit 4: Telephone Dealing**   * *Conversation on Phone* * *Telephone Dealing Manner* * *Reservation* | 3 | | * PowerPoint presentation * Lecture * Speaking and listening Practice 4 * Group Role Play | Aj.Kanyapilai |
| 6 | **Unit 5: Describing traveling information**   * *Places* * *Activities* * *Cuisine* | 3 | | * Field trip Ayutthaya * Guest speaker | Aj.Kanyapilai |
| 7 | **Unit 6: Problem Solving**   * *Type of Guest complaints* * *How to deal with Guests’ complaint* | 3 | | * PowerPoint presentation * Lecture * Speaking and listening Practice 6 | Aj.Kanyapilai |
| 8 | Midterm Examination | | | | |
| 9 | **Unit 7: Writing an E-mail in Hotel**   * *Memo* * *Reservation letter* | 3 | | * PowerPoint presentation * Lecture * Writing Practice 7 * *Group Assignment* | Aj.Kanyapilai |
| **Week** | **Topic/Outline** | **Hours** | | **Learning Activities and Medias** | **Lecturer(s)** |
| 10 | **Unit 7: Writing an E-Mail in Hotel (con)**   * *Confirmation letter* | 3 | | * PowerPoint presentation * Lecture   Writing Practice 8 | Aj.Kanyapilai |
| 11 | **Unit 8: Restaurant**   * *Taking an order* * *Menu recommendation* | 3 | | * PowerPoint presentation * Lecture * Writing Practice 9 | Aj.Kanyapilai |
| 12 | **Unit 8: Restaurant (con)**     * *Conversation on Phone in restaurant* * *Room Service* | 3 | | * PowerPoint presentation * Lecture * Speaking and listening Practice 10 | Aj.Kanyapilai |
| 13 | **Unit 9: Daily Meeting**   * *Information update* | 3 | | * PowerPoint presentation * Lecture * Role Play | Aj.Kanyapilai |
| 14 | **Unit 9: Daily Meeting(Con)**   * *Issues* * *Brain Storming* | 3 | | * PowerPoint presentation * Lecture * Speaking and listening Practice 11 | Aj.Kanyapilai |
| 15 | * ***Group Assignment*** *Presentation (Field Trip)*   Course Summary and Final | 3 | | * Presentation   Speaking Test | Aj.Kanyapilai |
| **Week** | **Topic/Outline** | **Hours** | | **Learning Activities and Medias** | **Lecturer(s)** |
|  | Make up Class | 3 | | * Lecture | Aj.Kanyapilai |
| 16 | Final Examination | | | | |
| **Total of Hours** | | 45 |  | | |

1. **Learning Assessment Plan**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Learning Outcome** | **Assessment Activities** | **Time Schedule**  **(Week)** | **Proportion for Assessment**  **(%)** |
| 1 | **Ethics and Morals** To have responsible in fully participate and being on time for classes. | Class attendance checklist | Throughout semester | 10**%** |
| 2 | **Knowledge**  Able to identify, analyze the subject and able to have the feedback among other students on the course materials. | Self- Test Speaking  Midterm examination  Final Examination | Week 8, 12, 13, and14 | 60%  (10%, 20%, 30%) |
| 3 | **Cognitive Skills**  Work on an individual assignment | Individual Assignment  Writing Practice | Throughout semester | 10% |
| 4 | **Interpersonal Skills and**  **Responsibilities**  Able to participate in class and work with classmates appropriately. | Class participation | Throughout semester | 10% |
| 5 | **Numerical Analysis,**  **Communication and Information Technology Skills**  Able to demonstrate with communication skills and working as a team. | Group assignment | Throughout semester | 10% |

**Section 6 Learning and Teaching Resources**

**1. Textbook and Main Documents**

# **Francis O’ Hara, 2004. Be My Guest *English for Hotel Industry.*4thed.Cambridge University Press.**

# Murphy, Raymond and Helen Naylor, 2007.***Essential Grammar in Use:***

# ***Supplementary Exercises with Answers***.**2nd ed.**Cambridge: Cambridge University Press.

<http://www.englishformyjob.com/ell_hotelindustry.html>

http://www.youtube.com/watch?v=wyqfYJX23l

**Section 7 Course Evaluation and Revising**

1. **Strategies for Course Evaluation by Students**

Using survey questions to collect information from the students’ opinions to improve the course and enhance the curriculum. Examples of questions:

(1) Content objectives were made clear to the students.

(2) The content was organized around the objectives.

(3) Content was sufficiently integrated.

(4) Content was sufficiently integrated with the rest of the first year curriculum.

(5) The instructional materials used were effectively.

(6) The learning methods appropriate assessed the students’ understanding of the content.

(7) Overall, Students are satisfied with the quality of this course.

1. **Strategies for Course Evaluation by Lecturer**

2.1 Lecturers team observes the class and discusses the results as follow:

(1) The lecturer is well prepared for class sessions.

(2) The lecturer answers questions carefully and completely.

(3) The lecturer uses examples to make the materials easy to understand.

(4) The lecturer stimulated interest in the course.

(5) The lecturer made the course material interesting.

(6) The lecturer is knowledgeable about the topics presented in this course.

(7) The lecturer treats students respectfully.

(8) The lecturer is fair in dealing with students.

(9) The lecturer makes students feel comfortable about asking question.

(10) Course assignments are interesting and stimulating.

(11) The lecturer’s use of technology enhanced learning in the classroom.

2.2 The director / head of program construct assessment items to evaluate four dimensions of lecturer’s competencies: teaching skills, organization and presentation of materials, management of the learning environment, and teaching attitudes.

1. **Teaching Revision**

Lecturer revises teaching / learning process based on the results from the students’ survey questions, the lecturer team’s observation, and classroom research.

1. **Feedback for Achievement Standards**

International College Administrator Committee monitor to assessment process and grading.

1. **Methodology and Planning for Course Review and Improvement**

(1) Revise and develop course structure and process every three years.

(2) Assign different lecturers teach this course to enhance students’ performance.