

## Course Specification

University Suan Dusit University  
Campus/ Faculty/ Field of Study English Program, Faculty of Humanities and Social Sciences

### 1. General Information

#### 1. Course title and code

English for Hotel Business 1 (1552360)

#### 2. Credit Hours

3 (3-0-6)

#### 3. Program in which the course is offered and course types (compulsory, elective, etc.)

Faculty of Humanities and Social Sciences – English Program – Elective Course

#### 4. Name of faculty member responsible for the course

Ms. Olivia Patricia Laurena (Instructor)

#### 5. Semester/year at which the course is offered

1/2560 Regular Students, Year 3 English major

#### 6. Pre-requisites for this course

None

#### 7. Co-requisites for this course

None

#### 8. Location (indicate room numbers)

Suan Dusit University Main Campus, Bldg. 1, Rm. 1206

#### 9. Date on which the course is modified

07 August 2017

## 2. Aims and Objectives

### 1. Course objectives

#### Cognitive Domain (knowledge gained)

- 1) Students will gain the knowledge and understanding of words, phrases and sentences used in the hotel industry.
- 2) Students will gain the knowledge and understanding of correct English grammar usage necessary for developing a career in the hotel business.
- 3) Students will develop communication skills essential for guest relations and services.

#### Affective Domain (Attitude, morals, and ethics gained) creation

- 1) Students will show a positive attitude towards learning English and realize the importance of learning the language on choosing the right career path.
- 2) Students will express enthusiasm in learning and exert effort on learning on their own.
- 3) Students will exhibit honesty and punctuality when attending classes.

#### Psychomotor Domain (skills, IT skills)

- 1) Students will be able to utilize the internet effectively to retrieve information.
- 2) Students will be able to use audio-visual and IT equipment for project concept and design.
- 3) Students will be able to work as a team and show a sense of responsibility in performing duties assigned to them.

### 2. Purposes for developing/ modifying the course

To be in accordance with the new curriculum that was revised in 2008 for Bachelor of Arts in English.

### 3. Course Management

#### 1. Course description

Study the fundamental knowledge and terminology in hotel industry, i.e. hotel definitions, accommodations, types, hotel management and administration. Practical use of vocabulary and expressions in front desk, i.e. porter, switchboard, credit manager and night auditor. Practice of basic data collection in hotel industry. Communication skills are enhanced and evaluated through paper writing and oral presentation.

#### 2. Teaching Hours per semester

Lecture/ Practice hours	Additional Teaching Hours	Training/ Fieldwork	Self-study
45 hours	At least 6 hours	-	5 hours

#### 3. Additional Private Study or Learning Hours

- An average of 6 hours per week
- Students can contact the instructor through email and inquire in person.

### 4. Development of Learning Outcomes in Domains of Learning

#### 1. Morals and Ethics

##### 1.1 Morals and ethics to be acquired

1. Realize the value and importance of respect and courteousness.
2. Practice discipline, honesty and being responsible for oneself and other people.
3. Have respect for oneself and towards humanity.

##### 1.2 Teaching strategies

1. Incorporate morals and ethics in lessons
2. Establish rules and policies in the classroom regarding punctuality and proper uniform to practice discipline.
3. Impart the importance of working as a team.

### **1.3 Methods of assessment**

1. Evaluate based on attendance and submission of classwork.
2. Evaluate through chapter tests
3. Final Examinations

## **2. Knowledge**

### **2.1 Knowledge to be acquired**

1. Fundamental knowledge of hotel industry terminology
2. Familiarization on important expressions used in the different departments in the hotel industry, i.e. accommodations, management and services.
3. Proper and correct language used in providing hotel services.

### **2.2 Teaching strategies**

1. Lectures and demonstrations
2. English language skills practice
3. Self-study and research assignments

### **2.3 Methods of assessment**

1. Writing exercises and tests
2. Speaking presentations and evaluation
3. Final examinations

## **3. Cognitive Skills**

### **3.1 Cognitive skills to be developed**

1. The ability to think of ideas when asked and respond correctly and coherently
2. The knowledge on how to practically apply the lessons learned in real situations.

### **3.2 Teaching strategies**

1. Question and Answer exercises
2. Speaking and writing activities
3. Group discussions and forums

### **3.3 Methods of assessment**

1. Unit short test and exercises
2. Midterm examinations
3. Final examinations

## **4. Interpersonal Skills and Responsibility**

### **4.1 Interpersonal Skills and Responsibility to be developed**

1. Acquire the sense of camaraderie among students in group activities
2. Understand the meaning of cooperation and teamwork
3. Have the confidence to express feelings and opinions in the most decent way.

### **4.2 Teaching strategies**

1. Lecture and discussion on the topics
2. Group exercises and activities
3. Group discussions and forums

### **4.3 Methods of assessment**

1. Exercises, short tests and group presentations
2. Midterm examination
3. Final examination

## **5. Communication Information Technology and Numerical Skills**

### **5.1 Communication Information Technology and Numerical Skills to be developed**

1. Use of word processing programs to accomplish projects and assignments
2. Use the internet for researching about facts and statistics on current issues and events
3. Use the language skills in interacting and communicating through social media.

### 5.2 Teaching strategies

1. Lectures and discussions on the topics
2. Demonstration and illustration
3. Reading sessions and assignments

### 5.3 Methods of assessment

1. Exercises, short tests and group presentations
2. Speaking tests and presentation
3. Final examination

## 5. Lesson Plan and Course Evaluation

### 1. Lesson plan

Week	Topic	Teaching hours	Teaching Activities	Teaching Tools / Materials	Instructor
1	Course Introduction	3	<ul style="list-style-type: none"> <li>- Explain course syllabus and course requirements</li> <li>- Course introduction</li> <li>- Pre-test</li> </ul>	<ul style="list-style-type: none"> <li>- PowerPoint</li> <li>- Course syllabus</li> </ul>	Ms. Laurena
2	Unit 1: Introduction to Hotels	3	<ul style="list-style-type: none"> <li>- Presentation of the following topics:                             <ul style="list-style-type: none"> <li>▪ A brief history of the hotel industry</li> <li>▪ The hotel departments</li> <li>▪ Hotel job titles and descriptions</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- PowerPoint</li> <li>- Textbook</li> </ul>	Ms. Laurena
3	Unit 2: Room Reservations	3	<ul style="list-style-type: none"> <li>- Lecture on different ways of making a reservation</li> <li>- Language focus is on expressions used in room reservations and polite expressions</li> <li>- Presentation of key grammar topics</li> <li>- Speaking activity</li> </ul>	<ul style="list-style-type: none"> <li>- PowerPoint</li> <li>- Textbook</li> </ul>	Ms. Laurena

4	Short Test 1 – Unit 1 and Unit 2				
4	Unit 3: Check-in and Porter Service	3	<ul style="list-style-type: none"> <li>- Presentation of example dialogues about checking in a hotel</li> <li>- Language focus is on expressions used during check-in and porter service</li> <li>- Speaking activity</li> </ul>	<ul style="list-style-type: none"> <li>- PowerPoint</li> <li>- Textbook</li> </ul>	Ms. Laurena
5	Unit 4: Hotel Accommodations	3	<ul style="list-style-type: none"> <li>- Presentation of various types of hotel rooms</li> <li>- Introduce different room and bathroom amenities</li> <li>- Language focus is on giving descriptions of hotel bedrooms</li> <li>- Speaking activity</li> </ul>	<ul style="list-style-type: none"> <li>- PowerPoint</li> <li>- Textbook</li> </ul>	Ms. Laurena
6	Unit 5: Hotel Facilities and Services	3	<ul style="list-style-type: none"> <li>- Presentation of the different hotel facilities and services</li> <li>- Language focus is on giving information about opening and closing times and giving directions inside the hotel</li> </ul>	<ul style="list-style-type: none"> <li>- PowerPoint</li> <li>- Textbook</li> </ul>	Ms. Laurena
7	Midterm Exam (Unit 1 – Unit 5)				
7 - 8	Unit 6: Restaurant and Bar Operations	3	<ul style="list-style-type: none"> <li>- Classroom discussion on taking restaurant bookings, taking orders and describing dishes</li> <li>- Presentation of example dialogues about taking orders in the restaurant, bar and room service</li> <li>- Language focus is on expressions used in related situations</li> <li>- Speaking activity</li> </ul>	<ul style="list-style-type: none"> <li>- PowerPoint</li> <li>- Textbook</li> </ul>	Ms. Laurena

9	Unit 7: Places to visit	3	<ul style="list-style-type: none"> <li>-Presentation of various tourist attractions</li> <li>-Language focus is on suggesting and recommending places to visit, responding to guest inquiries and giving directions outside the hotel</li> <li>-Speaking activity</li> </ul>	<ul style="list-style-type: none"> <li>- PowerPoint</li> <li>- Textbook</li> </ul>	Ms. Laurena
10	Short test 2 – Unit 6 and Unit 7				
11	Unit 8: Problems and Complaints	3	<ul style="list-style-type: none"> <li>-Discussion on the different problems and complaints of guests</li> <li>-Language focus is on giving solutions and instructions</li> <li>-Speaking activity</li> </ul>	<ul style="list-style-type: none"> <li>- PowerPoint</li> <li>- Textbook</li> </ul>	Ms. Laurena
12	Unit 9: Telephone Calls	3	<ul style="list-style-type: none"> <li>-Lecture on different polite ways of taking telephone calls</li> <li>-Language focus is on verb tenses, polite ways to respond to telephone enquiries</li> <li>-Speaking activity</li> </ul>	<ul style="list-style-type: none"> <li>- PowerPoint</li> <li>- Textbook</li> </ul>	Ms. Laurena
13	Short test 3 – Unit 8 and Unit 9				
14	Unit 10: Check-out	3	<ul style="list-style-type: none"> <li>-Presentation of example dialogues about checking out and dealing with payment</li> <li>-Language focus is on explaining items in the bill, using correct verb tenses when talking about payment</li> <li>-Speaking activity</li> </ul>	<ul style="list-style-type: none"> <li>- PowerPoint</li> <li>- Textbook</li> </ul>	Ms. Laurena
15	Final Exam				



## 2. Assessment Plan

Activity	Learning Outcomes	Assessment Strategies	Week(s) of assessment	The proportion of the assessment allocated for that activity. (percentage)
Attendance	1.1 1.2	1. Participation in activities 2. Check attendance every meeting	1-15	10%
Lecture and discussion	1.1.1, 1.1.2, 1.1.3 2.1.1, 2.1.2, 2.1.3 3.1.1, 3.1.2	1. Speaking practices 2. Short tests 3. Workbook scores 4. Midterm examination 5. Final examination	2-15	75%
Group projects	1.1.2, 1.1.3 2.1.1, 2.1.2, 2.1.3 3.1.1, 3.1.2 4.1.1, 4.1.2 , 4.1.3 5.1.1, 5.1.2, 5.1.3	1. Project report 2. Project presentation	15	15%

## 6. Learning Resources

### 1. Required Texts

Laurena, Olivia Patricia. English for the Hotel Industry. 2017. Suan Dusit Graphic Site.

### 2. Essential References

<http://www.google.com>

### 3. Recommended Books and Reference Material

O'Hara, Francis. (2002). Be My Guest. Cambridge University Press.

Stott, T. and Revell, R. (2004). Highly Recommended. Oxford University Press.

## 7. Course Evaluation and Improvement Processes

### 1. Strategies for Obtaining Student Feedback on Quality of Teaching

- Confidential completion of standard course evaluation questionnaire.
- Focus group discussion with small groups of students

### 2. Other Strategies for Evaluation of Teaching

- Assistance and consultations from colleagues
- Independent assessment of standards achieved by students

### 3. Processes for Improvement of Teaching

- Workshops on teaching methods
- Seminars and trainings on teaching strategies and methods

### 4. Processes for Verifying Standards of Student Achievement

- Checking of in-class exercises and homework
- Evaluation of class activities and group presentations
- Graded recitation and group discussions

### 5. Action planning for verifying and improving effectiveness of the course

- Assessment on the knowledge and understanding of the course through examinations and class activities
- Closing evaluation of the course through individual and/or group exit interviews