

学校法人ISI学園 専門学校東京ビジネス外語カレッジ 2022年度 シラバス

1. 本授業科目の基本情報			
科目名(コード)	Customer Communication I		(TCH132)
講義名(コード)	TCH_Customer Communication Skills I_B		(TCH132B)
対象学科	国際コミュニケーション学科	配当学年	1学年
対象コース	英語ホスピタリティコース	単位数	4
授業担当者	福島・ジェニー	時間数	60
成績評価教員	福島・ジェニー	講義期間	春学期
実務者教員		履修区分	必修
実務者教員特記欄		授業形態	講義

2. 本授業科目の概要		
到達目標・目的	To provide a wide understanding of Hospitality and Tourism industry.	
	To assist students learning various aspects of travel/airport/hotel jobs and its applications.	
全体の内容と概要	Basic skill modules using discussions and language production.	
授業時間外の学修	Self-study practical exercises using research forms for class presentations.	
履修上の注意事項等	The first semester will focused on units 1 through 7.	

3. 本授業科目の評価方法・基準				
評価前提条件				
評価基準	知識(期末試験点)		自己管理力(出席点)	協調性・主体性・表現力(平常点)
可佩至十	60%		30%	10%
評価方法	期末試験の点数		出席率X 0.3	授業中の活動評価点
日本 四ノノノム			(小数点以下切り上げ)	(5点を基準に加点・減点)
	評価	評価基準	評価内容	
	S	90~100点	特に優れた成績を表し、到達目標を完全に達成している。	
	Α	80~89点	優れた成績を表し、到達目標をほぼ達成している。	
	R	B 70~79点	妥当と認められる成績を表し、	、不十分な点が認められるも到達目標
成績評価基準			をそれなりに成している。	
	С	60~69点	合格と認められる最低限の成績を表し、到達目標を達している。	
	D 59点以下	合格点と認められる最低限の成績に達しておらず、到達目標を充足		
		しておらず単位取得が認められない。		
	F	評価不能	試験未受験等当該科目の成績評価の前提条件を満たしていない。	

4. 本	授業科目の授業計画	
	到達目標	授業内容
1	Can research travel info and do product comparisons	Lesson-1, page-11 Recommending a Tour Geography
2	Can research travel info and do product comparisons	Lesson-1, page-11 Vacation planning, numbers
3	Can explain travel arrangement and practices 1	Lesson-2, page-17 Taking a Tour Booking Itineraries
4	Can explain travel arrangement and practices 1	Lesson-2, page-17 Taking a Tour Booking Itineraries
5	Can explain travel arrangement and practices 2	Lesson-2, page-17 Length of stay pricing
6	Can explain travel arrangement and practices 2	Lesson-2, page-17 Length of stay pricing

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5. 本授業科目の教科書・参考文献・資料等		
教科書	English for Tourism Professionals (National Geographic Learning)	
参考文献・資料等	Assignments: Research forms.	
備考		