

1. 本授業科目の基本情報

科目名（コード）	Customer CommunicationⅢ		（ TCR230 ）
講義名（コード）	TCR_Customer Communication Skills III_C		（ TCR230C ）
対象学科	国際コミュニケーション学科	配当学年	2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、広中 直子	時間数	60
成績評価教員	梅田 拓	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	国際力および専門力におけるコミュニケーション分野の学びの中で、特にツーリズムにまつわる表現や知識を英語で学び、ホスピタリティマネジメントコミュニケーションスキルに習熟する。 CEFR B1相当 (Reception/Interaction/Production Spoken & Written)
全体の内容と概要	Students will work on learning useful professional communication skills in tourism industries and study some popular tourism cultures and attractions in Japan and all over the world.
授業時間外の学修	Students are highly recommended to do some research about tourism by themselves.
履修上の注意事項等	

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） 60%	自己管理能力（出席点） 30%	協調性・主体性・表現力（平常点） 10%
評価方法	期末試験の点数	出席率X 0.3 （小数点以下切り上げ）	授業中の活動評価点 （5点を基準に加点・減点）
成績評価基準	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。
	A	80～89点	優れた成績を表し、到達目標をほぼ達成している。
	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をそれなりに成している。
	C	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

回	到達目標	授業内容
1	Acquire knowledge about their peers. Be able to describe their hometown.	Class orientation Interview activity to get to know each other. "Chain story" activity
2	Learn about international tourism	Unit 1: Exercise 1,2 (Pg 8) Unit 1: Exercise 4,7 (Pg 9) Unit 1: Exercise 6 (Pg 9) Unit 1: Exercise 8 (Pg 9)
3	Understand different kinds of tourism.	Dream Holidays Listening. "Types of Tourism"
4	Learn about international tourism in the United States. Learn about the top 10 attractions in Japan.	Unit 1: Exercise 4 (Pg 11) Unit 1: Exercise 5 (Pg 11) Unit 1: Exercise 6-8 (Pg 11)
5	Learn about how ninja is used to boost tourism in Japan.	"Japan Ninja Tourism" complete a table on the symbols and famous parts of their country
6	Learn about Japanese traditions and its effects in tourism in Japan.	Read Japan Footbath Train article "Japan Best Travel Place 2018"
7	Know how take booking over the telephone. Know how to confirm a booking through email.	Unit 1: Exercise 1,4 (Pg 12) Unit 1: Exercise 6 -10 (Pg 13)
8	Know about the different types of tourists. Learn to create and analyze a tourist profile.	Introduce the different tourists create tourist profiles for the customers and pick a tour package to match the profiles.
9	Know how to design a holiday package to match a customer's wants and needs.	Unit 1: Exercise 2 (Pg 14) Unit 1: Exercise 3 (Pg 15) Unit 1: Exercise 4 & 5 (Pg 15) Unit 1: Exercise 6 (Pg 15) Unit 1: Exercise 7 (Pg 15) Writing a paragraph
10	Know how to make a package tour booking for customers. Learn to confirm a booking via email.	Unit 1: Exercise 6 (Pg 15) Dos and Don'ts of writing an email. Unit 1: Exercise 7 (Pg 15)
11	Know about the advantages and disadvantages of working in tourism. Learn about the different kind of jobs in tourism	Unit 2: Exercise 1,2,3 (Pg 16) Unit 2: Exercise 4 ,6, 7(Pg 17)
12	Learn about the different staff roles and responsibilities in the hotel industry. Learn hotel vocabulary in a natural situation.	Unit 2: Exercise 2 & 3 (Pg 18) Unit 2: Exercise 4 (Pg 19) Unit 2: Exercise 6 (Pg 19) Unit 2: Exercise 7 (Pg 19) A Day in The Life - Hotel Questions
13	Know the necessary expressions for writing a covering letter. Learn job interviewing skills.	Unit 2: Exercise 2,3 (Pg 20) Unit 2: Exercise 6 (Pg 21) Unit 2: Exercise 7-9 (Pg 21)

14	Match the qualities of a job applicant to the job position. Learn job interviewing skills.	Unit 2: Exercise 1 (Pg 22) Unit 2: Exercise 2,3 (Pg 23) Unit 2: Exercise 6,7 (Pg 23)
15	Learn about the information and services VIC provide around the world and in Japan.	Unit 3: Exercise 2 (Pg 24) Unit 3: Exercise 4 (Pg 24) Read article "Lost in Harajuku?" TimeOut Tokyo No. 21 (Pg 73) Unit 3: Exercise 5,7 (Pg 25)
16	Learn more about other countries. Know the necessary expressions in dealing with enquiries.	Unit 3: Exercise 8 (Pg 27) Unit 3: Exercise 4 (Pg 29) Unit 3: Exercise 5 (Pg 29) Unit 3: Exercise 7 (Pg 29)
17	Read and analyze feedback from customers to improve customer service.	Unit 3: Exercise 1-3 (Pg 30) Unit 3: Exercise 4,5 (Pg 31) Unit 3: Formal email (Pg 31)
18	Learn about the different kinds of package tours in Japan.	Unit 4: Exercise 4 (Pg 33) Unit 4: Exercise 7 (Pg 33) Unit 4: Exercise 8 (Pg 33)
19	Learn vocabulary related to package tours	Unit 4: Exercise 4 (Pg 34) Unit 4: Exercise (Pg 35) Unit 4: Exercise 7-10 (Pg 35)
20	Learn skills on planning a city tour. Learn about UNESCO heritage sites.	UNESCO World Heritage sites Unit 4: Exercise 3 (Pg 36) Unit 4: Exercise 7 (Pg 37) Unit 4: Exercise 9 (Pg 37)
21	Make use of feedback from customers and employees to improve on a package tour design.	Unit 4: Exercise 1 (Pg 38) Unit 4: Exercise 2 (Pg 39) Unit 4: Exercise 3 (Pg 39). Unit 4: Exercise 4 & 5 (Pg 39).
22	Learn to create an exciting tour itinerary for international tourists. Present effectively in a group.	a competition to see who can provide the best weekend tour of Tokyo for a group of international tourists. Presentation
23	Learn check-in procedures through role-play.	Unit 5: Exercise 3-5 (Pg 41). Unit 5: Exercise 6 (Pg 41)
24	Learn about hotel services and facilities and what guests look for in a hotel. Learn about the different types of hotels.	Unit 5: Exercise 1-4 (Pg 42) Unit 5: Exercise 8 (Pg 43)
25	Learn about the typical complaints guests make. Learn how to deal with complaints.	Unit 5: Exercise 4,5 (Pg 44) Unit 5: Exercise 6,7 (Pg 45)
26	Analyze guest reviews, and make use of staff opinions. and suggestions to improve a hotel's customer service	Unit 5: Exercise 1 (Pg 46) Unit 5: Exercise 2 (Pg 47) Read Unit 5: Exercise 3 (Pg 47) Unit 5: Exercise 4 (Pg 47)
27		Semester review #1
28		Semester review #2

29		Final Exam
30		Feedback

5. 本授業科目の教科書・参考文献・資料等

教科書	"ISBN : 9781447923879 書籍名／出版社 : English for International Tourism Pre-Intermediate / Pearson"
参考文献・資料等	
備考	An instructor may provide handouts and/or other resources during lessons.