

1. 本授業科目の基本情報			
科目名（コード）	Customer Communication II		（ TCH131 ）
講義名（コード）	TCH_Customer Communication Skills II_B		（ TCH131B ）
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	秋学期
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 8 through 15.

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× 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	Can support and act punctually at departure	Lesson-8, page-53 Working at the boarding gate
2	Can support and act punctually at departure	Lesson-8, page-53 Working at the boarding gate
3	Can support and act punctually at departure	Lesson-8, page-53 Travel documentations, instructions
4	Can support and act punctually at departure	Lesson-8, page-53 Travel documentations, instructions
5	Can convey on-board aircraft support and have ability to	Lesson-9, page-59 Offering in-flight services Flight preparations
6	Can convey on-board aircraft support and have ability to	Lesson-9, page-59 Offering in-flight services Flight preparations

7	Can convey on-board aircraft support and have ability to	Lesson-9, page-59 Offering aircraft information (safety)
8	Can convey on-board aircraft support and have ability to	Lesson-9, page-59 Offering aircraft information (safety)
9	Can foster CIQ regulations, procedures and	Lesson-10, page-65 Giving CIQ information Destination forms
10	Can foster CIQ regulations, procedures and	Lesson-10, page-65 Giving limitations/conditions/requirements
11	Presentation on airport services	Units 8 through 10 Review and consolidation
12	Presentation on airport services	Units 8 through 10 Review and consolidation
13	Can understand and participate in hotel lodging	Lesson-11, page-71 Taking a room reservation
14	Can understand and participate in hotel lodging	Lesson-11, page-71 Taking a room reservation
15	Can understand and participate in hotel lodging	Lesson-11, page-71 Facility rates and services
16	Can understand and participate in hotel lodging	Lesson-11, page-71 Facility rates and services
17	Can address check-in processing and handle Ops 1	Lesson-12, page-77 Welcoming guests
18	Can address check-in processing and handle Ops 1	Lesson-12, page-77 Welcoming guests
19	Can address check-in processing and handle Ops 2	Lesson-12, page-77 Stay-in details, amenities, surroundings
20	Can address check-in processing and handle Ops 2	Lesson-12, page-77 Stay-in details, amenities, surroundings
21	Can conduct local arrangements and guest	Lesson-13, page-83 Helping guests
22	Can conduct local arrangements and guest	Lesson-13, page-83 Helping guests
23	Can conduct local arrangements and guest	Lesson-13, page-83 Transport facilities and services, special needs, sport/recreation sites
24	Can conduct local arrangements and guest	Lesson-13, page-83 Transport facilities and services, special needs, sport/recreation sites
25	Can acknowledge and offer some kind of solutions if	Lesson-14, page-89 Dealing with complaints Apologizing/compromising, objectively.
26	Can acknowledge and offer some kind of solutions if	Lesson-14, page-89 Apologizing/compromising, objectively.
27	Can finalize services in a timely manner and express	Lesson-15, page-95 Sending guests off
28	Can finalize services in a timely manner and express	Lesson-15, page-95 Final invoicing, compliments
29	Semester final test	Overall recap and comprehension Functional and practical H & T basics
30		Feedback

#### 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	