

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_A		（ TCH132A ）
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	Fred Ramos	時間数	60
成績評価教員	Fred Ramos	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	Purpose: Illustrate the importance of tourism and the network industries that compose the tourist system. Objectives: develop understanding of the elements and sectors; identify the operations of the industry; provide knowledge on sources of tourist; familiarize students with travel accommodations; learn the culinary services; process guest relations and measure products and services. (CEFR: B1-pre intermediate level)
全体の内容と概要	Units 1 - 5 Content: elements and sectors of the industry; operations of the industry; sources of tourist information; types of tourists and provisions and modes of travel accommodations. Overview: enables learners to develop language awareness, acquire specialized tourism terminology, build confidence in the professional skills needed for the tourist industry, practice language skills in realistic case studies reflecting topical tourism
授業時間外の学修	Adult learners are highly recommended to take research interest pertaining tourism as a self-study activity.
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
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1	Upon successful completion of this course students should be able to: - discuss the main areas of the industry - categorize the types of tourists and their purpose of travel - analyses the functions and commerce activities - assess values and principles - evaluate how affiliated services support one another	Induction: Date: April 14 Topic: 1st Semester curriculum layout, materials/devices, apps. Discussion Board: Self-Intro., FAQs. Individual Activities: explore the course, GC Group Activities: task projects, blog, reflections (emails). Appendix: S (speak), R (read), V (vocabulary), L (listen), G (grammar), PS (Professional Skills),
2	Be able to: - identify country/city names and locations - vocally produce long range of numbers - build up vocabulary and definitions	Unit 1:World Tourism / The U.S.A. Lessons 1-2 (Date Range: April 19 & 21) L1: S-word order; R-match definitions; V1-pronunciation; L-pinpoint key information; V2-match words/phrases. L2: S-match words; gap information; G-present simple Qs; R-comprehension
3	Be able to: - clarify telephone conversations - design and confirm customer vacation package	Unit 1:(PS) Checking/Confirming Details...(CS) Make the Right Booking Lessons 3-4 (Date Range: 26 & 28) L3: L-gap information/Qs & As; S-gap information; L-choose correct option/gap information. L4: R-short passages; L1-gap information; L2-choose correct option; V-unit key words.
4	Be able to: - understand working conditions/ salaries/ hotel jobs/ qualities and skills	Unit 2:Jobs in Tourism / A Day in The Life Lessons 1-2 (Date Range: May 10 & 12) L1: R-article comprehension/gap information/match vocabulary; L-gap information. L2: R-gap information/long passage comprehension; G-present simple and continuous;
5	Be able to: - discuss employment opportunities - understand the importance of covering letters - select the best candidate for the job of assistant.	Unit 2: (PS) Covering Letters / (CS) Choose the Right Person for The Job Lessons 3-4 (Date Range: May 17 & 19) L3: R1-choose best option; L-discussions; R2-gap information' S-job interview Qs. L4: R-choose best option/gap information.
6	Be able to: - evaluate self competence on units covered.	1 Review and Consolidation: (pages 48-49) Date: 24 R-gap information, match the answers; V- match categories; G-spelling, present simple/continuous.
7		Unit 3: Visitor Centres Lessons 1-2 (Date Range:
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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	