

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) 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	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

7	Can develop practical social skills	Lesson-3, page-23 Escorting a Tour Checking services
8	Can develop practical social skills	Lesson-3, page-23 Accommodations, special needs
9	Can refer sightseeing spots and cultural awareness 1	Lesson-4, page-29 Welcoming international tourists
10	Can refer sightseeing spots and cultural awareness 1	Lesson-4, page-29 Welcoming international tourists
11	Can refer sightseeing spots and cultural awareness 2	Lesson-4, page-29 Ground service arrangements, site explanations
12	Can refer sightseeing spots and cultural awareness 2	Lesson-4, page-29 Ground service arrangements, site explanations
13	Presentation on Tour Services 1	Units 1 through 2 Review and Consolidation
14	Presentation on Tour Services 2	Units 1 through 2 Review and Consolidation
15	Presentation on Tour Services 2	Units 3 through 4 Review and Consolidation
16	Presentation on Tour Services 2	Units 3 through 4 Review and Consolidation
17	Can respond to travel inquiries and procedures 1	Lesson-5, page-35 Taking an airline reservation Airline bookings
18	Can respond to travel inquiries and procedures 1	Lesson-5, page-35 Taking an airline reservation Airline bookings
19	Can respond to travel inquiries and procedures 2	Lesson-5, page-35 Flight schedules, ticketing policies
20	Can respond to travel inquiries and procedures 2	Lesson-5, page-35 Flight schedules, ticketing policies
21	Can pinpoint world time zones and schedules	Lesson-6, page-41 Giving Flight information Flight confirmations
22	Can pinpoint world time zones and schedules	Lesson-6, page-41 Flight status
23	Can perform multiple over the counter operations 1	Lesson-7, page-47 Helping passengers check-in Flight reservation
24	Can perform multiple over the counter operations 1	Lesson-7, page-47 Helping passengers check-in Flight reservation
25	Can perform multiple over the counter operations 2	Lesson-7, page-47 Luggage policies, gate procedures
26	Can perform multiple over the counter operations 2	Lesson-7, page-47 luggage policies, gate procedures
27	Presentation on airport services 1	Units 5 through 7 Review and consolidation
28	Presentation on airport services 2	Units 5 through 7 Review and consolidation
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	