

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_A		（ TCR230A ）
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	ERNEST BANNERMAN、福島ジェニー	時間数	60
成績評価教員	ERNEST BANNERMAN、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	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 B2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	授業スケジュールと内容は、祝日や学校行事等との兼ね合いで調整される可能性がある。

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	Understand course structure	-Course Orientation, self-introductions
2	Discuss my ideas about the tourism	-Course Orientation, self-introductions
3	Review and practise different present and past tenses	Unit1 Selling Dreams -Unit Intro -Grammar: Tense review/present and past tenses
4	Focus on common travel and tourism words which are both verbs and nouns	Unit1 Selling Dreams -Vocabulary: Money matter -Speaking: Dream vacations
5	Listen to a professional presentation and understand a marketing analysis	Unit1 Selling Dreams -Professional Skills: Marketing, -Listening: The Marketing mix
6	Discuss a marketing analysis on the tourism industry	Unit1 Selling Dreams -Case Study: Design a Tour
7	Discuss a marketing analysis on the tourism industry	Unit1 Selling Dreams -Case Study: Design a Tour
8	Identify key points of relationship between public transportation and tourism	Unit2 Getting there -Unit Intro -Grammar: Multiword verbs
9	Work with vocabulary around the topic of transport	Unit2 Getting there -Vocabulary: Road, rail, and sea(Journeys)
10	Identify customer needs and distinguish what we do or don't do	Unit2 Getting there -Professional Skills: Dealing with the public
11	Suggest a solution with a structured outline	Unit2 Getting there -Case study: Aim to reduce costs and customer service at Cheapsky Airlines
12	Suggest a solution with a structured outline	Unit2 Getting there -Case study: Aim to reduce costs and customer service at Cheapsky Airlines
13	Identify key points of relationship between accommodation and tourism	Unit3 Accommodation -Unit Intro -Reading: accommodation in Spain
14	Focus on vocabulary relating to hotel facilities and services	Unit3 Accommodation -Vocabulary: Types of accommodation, facilities and services
15	Listen to some travellers talking about what they look for in a hotel	Unit3 Accommodation -Professional Skills : Dealing with complaints

16	Professionally communicate with a customer to settle a problem	Unit3 Accommodation -Case Study: Investigate customer complaints
17	Professionally communicate with a customer to settle a problem	Unit3 Accommodation -Case Study: Investigate customer complaints
18	Listen to weather forecasts and focus on vocabulary for describing climate	Unit4 Destinations -Vocabulary: Describing climate -Grammar: Articles
19	Talk about climate characteristics in my country	Unit4 Destinations Reading: Where to go when
20	Provide a reasonable offer to customers to meet their needs	Unit4 Destinations Professional Skills: Offering advice
21	Read an article about weather conditions and their effect on the travel industry	Unit4 Destinations -Case study: Develop a destination
22	Suggest a solution with a structured outline with an analysis	Unit4 Destinations -Case study: Aim to complete a detailed SWOT analysis of the tourism industry in an imaginary country called Eldorado
23	Read and summarize things to do in Buenos Aires city	Unit5 Things to do -Unit Intro -Reading : Parts of South America
24	Focus on guidebook phrases Talk about tourist attractions and activities in my region	Unit5 Things to do -Vocabulary: Guidebook phrases -Speaking: Describing Attractions
25	Be able to talk comprehensive and interesting explanations to a group of people	Unit5 Things to do -Professional Skills: Speaking to a group -Listening: Guided tour of an art gallery
26	Create a guided tour and describe some features of attractions	Unit5 Things to do -Case Study: Plan a Coach Tour
27	Create a guided tour and describe some features of attractions	Unit5 Things to do -Case Study: Plan a Coach Tour
28		Final Exam
29		Feedback
30		Semester review

5. 本授業科目の教科書・参考文献・資料等

教科書	書籍名／出版社： English for International Tourism Intermediate/ Pearson
参考文献・資料等	The instructor may specify any materials during the class.
備考	