

学校法人ISI学園 専門学校東京ビジネス外語カレッジ 2023年度 シラバフ

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_A		(TCH131A)	
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	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		
	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	
到達目標・目的	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)	
	Students will work on learning useful professional communication skills in tourism industries and	
全体の内容と概要	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)		自己管理力(出席点) 30%	協調性・主体性・表現力(平常点)	
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)	
	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。		
	А	80~89点	優れた成績を表し、到達目標をほぼ達成している。		
成績評価基準	В	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。		
	С	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	4. 本授業科目の授業計画		
	到達目標	授業内容	
1	Be able to take food orders	Unit 6: Exercises (pp. 52-53)	
1		Vocabulary about food & beverage, Taking food orders	
2	Be able to cater for an event	Unit 6: Exercises (pp.54-55)	
		Reading: Catering for a crowd, Countable & uncountable nouns	
3	Be able to describe dishes	Unit 6: Exercises (pp.56-57) Describing dishes	
	and to make notes of orders		
4	Get used to SWOT analysis	Unit 6: Exercises (pp.58-59) Case study – Restaurant in Sydney	

Be able to plan an itinerary Unit 7: Exercises (pp.60-61) Listening: A Tour Itinerary, Future Forms Be able to describe geographical features Reading: Why visit Kenya Be able to create a draft for a presentation Get used to comparing TWO programs for improvement Short Quiz for consolidation Linit 7: Exercises (pp.64-65) Reading: Masuria Be able to give directions at the airport Tour forest the airport To understand how to deal with difficult Be able to deal with some visual possible to deal with some study – professional expressions to deal with 21 cases Short Quiz for consolidation Reading: The ICAO, Modal Verbs 2 Unit 8: Exercises (pp.70-71) Reading: The ICAO, Modal Verbs 2 Unit 8: Exercises (pp.70-72) Dealing with difficult passengers Unit 8: Exercises (pp.72-73) Dealing with difficult passengers Unit 8: Exercises (pp.74-75) Dealing with difficult passengers Unit 8: Exercises (pp.74-75) Dealing with difficult passengers Unit 9: Exercises (pp.74-75) Dealing with difficult passengers Unit 9: Exercises (pp.78-79) Tour denderstand a visual possible to deal with 21 cases Short Quiz for consolidation Review of the unit 8 Get used to expressions about housekeeping Be able to deal with guests Case study – professional expressions to deal with 21 cases Unit 9: Exercises (pp.78-79) Tour denderstand a decision— making process Short Quiz for consolidation Professional passengers Unit 9: Exercises (pp.80-81) Expressions used when guests check out Unit 9: Exercises (pp.88-85) Case study – choosing a contractor Review of the unit 9 Unit 10: Exercises (pp.88-89) Review of the unit 9 Expressions about marketing, Reading: Destination marketing Professional passenger Unit 10: Exercises (pp.86-87) Opinion in conditional chains Expressions about ourism trends, First Conditional Unit 10: Exercises (pp.86-87) Opinion in conditional chains Expressions about courism trends, First Conditional Unit 10: Exercises (pp.86-87) Review of the unit 10 Expressions about courism trends, First Conditional	5	Short Quiz for consolidation	Review of the unit 6
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5. 本授業科目の教科書・参考文献・資料等		
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