

TQF.3

English in Various Situations

Preface

This course is designed to develop a clear sense of context-appropriate language and learning to use language more appropriately in both social and professional situations. The course content includes conversation in both business and social contexts, application of reading strategies to business reading, writing business letters and e-mails. Students will practice using the four English skills through integrated skill activities in various situations.

Table of Contents

Chapter		Page
Chapter 1	General Information	4
Chapter 2	Aims and Objectives	5
Chapter 3	Description and Implementation	5
Chapter 4	Improvement of Student Learning Outcomes	6
Chapter 5	Teaching and Evaluation Plans	8
Chapter 6	Teaching Materials	13
Chapter 7	Evaluation and Improvement of Course management	13

Course Details

Name of Institution	Suan Dusit Rajabhat University
Campus/Faculty/Division	School of Tourism and Hospitality Management

Chapter 1 General Information

1. Code and Course

Course Code 1500114 Course Name English in Various Situations

2. Credit Ponds

3(3-0-6)

3. Programme and Type of Course

Bachelor of Arts Programme in Hospitality Management

4. Course Convenor and Lecturers

Tipvimon Prasertsri

5. Semester/Year of Study

1st Semester/1st Year

6. Pre-requisite (if any)

None

7. Co-requisites (if any)

None

8. Location

Suan Dusit Rajabhat University

9. Latest Update of Course Specifications

2012

Chapter 2 Aims and Objectives

1. Aims of Subject

This course is designed to develop a clear sense of context-appropriate language and learning to use language more appropriately in both social and professional situations. The course content includes conversation in both business and social contexts, application of reading strategies to business reading, writing business letters and e-mails. Students will practice using the four English skills through integrated skill activities in various situations.

2. Objectives for Development/Improvement

1. To provide students with the knowledge of basic grammar suitable for communicate in various situations.

2. To provide students with the concept and understanding about using language in both social and professional situations

3. To provide students with four basic English skills by practicing in various situation.

Chapter 3 Description and Implementation

1. Course Description

This course is designed to develop a clear sense of context-appropriate language and learning to use language more appropriately in both social and professional situations. The course content includes conversation in both business and social contexts, application of reading strategies to business reading, writing business letters and e-mails. Students will practice using the four English skills through integrated skill activities in various situations.

2. Teaching Hours per Semester

Lecture	Additional Lecture	Practice/Field Experience/Internship	Self-directed Learning
45 hours per semester	As requested by students	-	6 hours per week

3. Academic Advising Time for Students

- In class
- Course convenor will be available for additional academic advice for 2 hours per week

Chapter 4 Improvement of Student Learning Outcomes

1. Morals and Ethics

1.1 Morals and ethics to be developed

Enable the students to be responsible, disciplined, honest and able to morally and ethically apply specific skills learnt throughout this course as follows:

- be aware of morals, ethics, and honesty
- be punctual, and responsible for oneself and the society
- be a leader at the same time as a follower, be able to work in a team and be able to provide solutions to conflicts
- be respectful towards opinions of others as well as societal rules and regulations.

1.2 Teaching methods

- lecturing alongside with examples of moral and ethical issues such in referencing and matters related to intellectual property law
- organising a focus group to find relevant examples

1.3 Evaluation methods

- frequency of attendance and punctuality of assessment submission
- correct referencing

2. Knowledge

2.1 Knowledge to be acquired

- to acquire knowledge of Four English communicative skills and conversation in both business and social context.

2.2 Teaching methods

Lecture, focus group, group work, academic presentation, analytical studies, academic assessments throughout the semester

2.3 Evaluation methods

- mid-term exam, and final exam
- other written and verbal assessments throughout the semester

3. Cognitive Skills

3.1 Cognitive skills to be developed

Develop the cognitive ability to think in a systematic and analytical manner in order to prevent and remedy problems occurred during the learning process

3.2 Teaching methods

- group work and academic presentation
- group discussion regarding academic writing

3.3 Evaluation methods

- exams and assessments that focus on students' critical thinking analysis

4. Interpersonal Relationship Skills and Responsibilities

4.1 Interpersonal relationship skills to be developed

- interpersonal relationship with other students
- leadership skills and ability to work as a team member
- responsibility to submit assessments or complete any required tasks on time

4.2 Teaching methods

- delegate group work for group discussions
- require oral presentations

4.3 Evaluation methods

- self evaluation
- peer evaluation

5. Numeric analytical Skills, Communication Skills and Information Technology Skills

5.1 Numeric analytical skills, communication skills and information technologic skills to be developed

- speaking skills, listening skills and writing skills for academic purposes
- computer skills particularly Microsoft Word
- internet skills for research purposes

5.2 Teaching methods

- self study by learning from websites
- self study by practicing using computer software
- in class feedback after oral presentation

5.3 Evaluation methods

- reports and presentations using technology
- participation in discussions

Chapter 5 : Teaching and Evaluation Plans

1. Lesson Plan

Week	Topics	No. of Hours	Teaching & Learning Activities, Instructional Media (If any)	Faculty Member(s)
1	- Course Orientation	3	Introducing the course -Explain the rule for class - Power Point -Pre test	Tipvimon Prasertsri

Week	Topics	No. of Hours	Teaching & Learning Activities, Instructional Media (If any)	Faculty Member(s)
2	Unit 1 At a University	3	-Use Present Perfect Tense -Use Modal Verb Power Point	Tipvimon Prasertsri
3	Unit 2 At a Department Store	3	-Use Shopping Expressions -Use Expression for Asking for Information Power Point and MP4	Tipvimon Prasertsri
4-5	Unit 3 At the Restaurant	6	-Identify Part of Speech, Phrase -Identify Functional Elements in Basis Sentence Pattern -Identify Clausal and Phrasal Elements in Well-form Sentence Role play Research based for Role play for English Teaching Power Point and MP	Tipvimon Prasertsri

Week	Topics	No. of Hours	Teaching & Learning Activities, Instructional Media (If any)	Faculty Member(s)
			4	
6	Unit4 At a Party	3	-Use Expression for Greeting at Party -Introducing Oneself and Others -Use Small Talk to Open Conversation - Power Point and MP 4	Tipvimon Prasertsri
7-8	Unit 5 At a Work Place	6	-Respond to a Classified Job Advertisement -Applying for a Job, Writing Job Application Letter -Use Present Perfect Past Simple and Modals Power Point and MP 4	Tipvimon Prasertsri
9	Unit 6 At a Company		-Use English Effectively to Welcome Visitors - Use English Effectively to Introduce	Tipvimon Prasertsri

Week	Topics	No. of Hours	Teaching & Learning Activities, Instructional Media (If any)	Faculty Member(s)
			Company - Use English Effectively for Business Meeting Power Point and MP 4	
10	Unit 7 At a Monastery	3	-Asking and Giving Information -Making Question to Get Information Power Point and MP 4	Tipvimon Prasertsri
11	Unit 8 At the Airport	3	-Learn about Airport Information, Schedule, Arrival and Vocabulary Used Power Point and MP 4	Tipvimon Prasertsri
12-13	Unit 9 At the Hotel	6	-Familiarise with amount of New Vocabulary Related to Hotel Industry -Practice Improving All 4 Language Skills -Focus on Writing Letters	Tipvimon Prasertsri

Week	Topics	No. of Hours	Teaching & Learning Activities, Instructional Media (If any)	Faculty Member(s)
			-Study on Language Focus -Report and Presentation Power Point and MP 4	
14-15	Unit 10 At the Conference	3	-Use the Words and Expressions -Making Offer -Bridge the Gap Between Cross-Cultural Communication Power Point and MP 4	Tipvimon Prasertsri
16	Final exam			

2. Evaluation Plan

Learning Outcomes	Evaluation Methods	Week	Proportion of Evaluation (%)
1	Participation	1-15	10
2	In class exercises	2-15	20
3	Mid-term exam	8	30
4	Final exam	15	40

Chapter 6 Teaching Materials

1. Main texts and teaching materials

Richards J.C. (2005), New interchange 3rd: Cambridge University Press.

Richards J.C et al. (2012), New interchange 1st": Cambridge University Press.

Professional Hotel English for Thailand

2. Essential Teaching Resources

Walker R. and Harding K. (2007), Tourism 2, New York: Oxford English for Careers

Seymour, M, (2001), Hotel & Hospitality English, London: HarperCollins Publishers

<http://www.eslgold.com/speaking>

3. Recommended Teaching Resources

Tips for setting party

How to give good customer service

Chapter 7 Evaluation and Improvement of Course Management

1. Strategies for Course Effectiveness Evaluation by Students

Effectiveness evaluation for this course is as follows:

- Interviews with students
- Observations of students' responses during class
- Survey on lecturer evaluation

2. Strategies for Teaching Evaluation

The strategies for collection data for teaching evaluation are as follows:

- Exam results
- Revision of learning outcomes

3. Improvement of Teaching

- Seminar for course and teaching improvement
- Research for course and teaching improvement

4. Verification of Student Achievement in Class

- Revision of assessment evaluations by external lecturers or experts

5. Course Review and Improvement Plan for Course Effectiveness

- Improvement of course every 3 years or as recommended by experts
- Change of lecturers to provide students with different perspectives for the course