



รายละเอียดของรายวิชา

รายวิชาภาษาอังกฤษสำหรับมัคคุเทศก์ 1
English for Tourist Guide 1
รหัสวิชา 3572541

ภาคการศึกษาที่ 2 ปีการศึกษา 2562

หลักสูตรศิลปศาสตรบัณฑิต สาขาวิชาการท่องเที่ยว
โรงเรียนการท่องเที่ยวและการบริการ
มหาวิทยาลัยสวนดุสิต

สารบัญ

		หน้า
หมวดที่ 1	ข้อมูลทั่วไป	3
หมวดที่ 2	จุดมุ่งหมายและวัตถุประสงค์	4
หมวดที่ 3	ลักษณะและการดำเนินการ	4
หมวดที่ 4	การพัฒนาผลการเรียนรู้ของนักศึกษา	5
หมวดที่ 5	แผนการสอนและการประเมินผล	7
หมวดที่ 6	ทรัพยากรประกอบการเรียนการสอน	14
หมวดที่ 7	การประเมินและปรับปรุงการดำเนินการของรายวิชา	15

Course Specification

University Suan Dusit University
Campus/Faculty/Program Faculty of Tourism and Hospitality Management

1. General Information

1.1 Course code and title

3572541 Course title: English for tour guide 1

1.2 Number of Credits

3 (2-2-5) credits

1.3 Program and Course Type

- 1) Program : Tourism Program
- 2) Course type : Compulsory course

1.4 Course Coordinator and Course Lecturers

- 1) Course coordinator: Mr. Andrew Coltrane
- 2) Course lecturer: Mr. Andrew Coltrane Section A1
Mr. Andrew Coltrane Section B1
Ms. Chadawan Sirijarukul Section TA

1.5 Semester and Student Year Level

Semester 2 Academic Year 2562 / Year 2

1.6 Prerequisite Courses (if any)

- None -

1.7 Co-requisite Courses (if any)

- None -

1.8 Location (Campus, building and room number)

Suandusit University and Trang campus

1.9 Date of Course Modification

17 November 2019

2. Aims and Objectives

2.1 Course Objectives

1) Morals and Ethics

Develop problem-solving skills in order to apply the knowledge learned in a moral and ethical approach and to show understanding of other people and the world in order to become well-rounded members of the society

2) Knowledge

Acquire the knowledge on various concepts, theories and principles of the English language relevant to the academic discipline and specialized field of study

3) Cognitive Skills

Develop logical, rational and critical thinking skills to be able to understand apply the knowledge learned for academic and professional growth

4) Interpersonal Skills and Responsibilities

Have the initiative to help others, work effectively as a team and exhibit a sense of responsibility in learning to achieve personal and professional development

5) Analytical, Communicative and IT Skills

Develop problem-solving skills and be able to utilize information technology in acquiring and gathering accurate information and to communicate both in English and Thai and both in written and spoken forms

2.2 Purpose for course development and modification

To modify and improve the course through the addition of teaching methods that promote active learning. These methods will help ensure that the aims and objectives of the course will be achieved.

3. Course Management

3.1 Course Description

Terminology and vocabulary for tour guides, and development of English speaking skills for describing and talking about; temples, palaces, Thai food, accommodation, travel, and tourist attractions.

3.2 Teaching hours per semester

Lecture Hours	Additional Teaching Hours	Training and Fieldwork	Self- study Hours
30 hours (2 hours x 15 weeks)	- None -	30 hours (2 hours x 15 weeks)	75 hours (5 hours x 15 weeks)

3.3 Consultation hours

- 1) Group and/or individual consultations may be arranged for 3 hours per week.
- 2) Consultations may also be done through email and social media messaging for convenience.

4. Student Learning Development

Teaching and Assessment

Learning Domains	Teaching Strategies	Assessment Method	Week of Evaluation
<u>Morals and Ethics</u> 1. Exhibit a sense of responsibility towards learning and accomplishing assigned tasks.. 2. Be able to acquire and apply the knowledge morally and ethically with positive attitude. 3. Be open-minded and respectful of and able to work harmoniously with others. 4. Show discipline at work by follow the rules and regulations of the organization and society.	Promote cooperative learning and class participation that can help develop problem-solving skills by prioritizing activities that are done by groups to let students learn to share equal responsibility in accomplishing tasks.	Students will be observed for their attendance and work behavior by the lecturer and will also be evaluated by their peers	2 – 15
<u>Knowledge</u> 1. Be cognizant of the modern principles and theories involving International tourism and hospitality both theory and practice. 2. Be cognizant of the integrative knowledge of the related field. 3. Be cognizant of research methodology and technique as	Employ simulation and interactive demonstrations in presenting theories, knowledge and principles of correspondence and the practical application of tourists guide	Written formative and summative assessments (writing exercises, short tests, midterms and final exam) will be given to the students	2 – 16

Learning Domains	Teaching Strategies	Assessment Method	Week of Evaluation
the basis for solutions and career development.			
<p><u>Cognitive Skill</u></p> <ol style="list-style-type: none"> 1. Be able to collect and analyze the cause of the problems and conflicts as well as finding the profound and extensive solutions 2. Be able to apply theoretical and practical knowledge in the internship and actual work accordingly. 3. Be able to apply the related innovative knowledge to develop work skills effectively. 	<p>Organize activities related to tourist guide that use the problem-based learning method to allow students to think logically and learn in a more constructive approach</p>	<p>Students will be observed for their work behaviour by the lecturer as well as their peers and will also be assessed through written tests, speaking test and exercises</p>	<p>2 – 16</p>
<p><u>Interpersonal Skills and Responsibility</u></p> <ol style="list-style-type: none"> 1. Be able to work and responsible for assign work according to the roles in the group appropriately as well as helping the colleagues in solving the problems. 2. Have ability to develop oneself and contribute to professional development according to international standard. 	<p>Organize activities that employ cooperative learning and problem-based learning to encourage students to work collaboratively</p>	<p>Behavioural observation and peer evaluation for group work or group assignments</p>	<p>2 - 15</p>
<p>Analytical, Communicative and IT Skills</p> <ol style="list-style-type: none"> 1. Have ability to use Thai and foreign languages for listening, speaking, reading, writing, and summarizing issues effectively. 2. Have the ability to communicate with foreigners appropriately according to the culture and situation. 3. Have ability to use information technology to communicate and choose appropriate type of 	<p>Assign tasks that involve the use of technology in searching for information and encourage students to utilize a variety of technological resources in accomplishing and presenting tasks.</p>	<p>Students will be evaluated through written assignments, group presentations and projects</p>	<p>2 – 15</p>

Learning Domains	Teaching Strategies	Assessment Method	Week of Evaluation
presentation for the various listener effectively. 4. Have the ability to use basic mathematical techniques and statistical processing, interpretation and data analysis.			

5. Lesson Plan and Evaluation

5.1 Lesson Plan

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)
1 (4 Hrs.)	Course Introduction	<ul style="list-style-type: none"> - Explain course syllabus and course requirements - Give a brief introduction of topics that will be covered in the course 	Teaching Materials <ul style="list-style-type: none"> - Whiteboard - Projector - Power point - Flashcard - Video clip 	N/A
2 (4 Hrs.)	Food and Restaurants: description/rec ommendation ordering/ Thai food	<ul style="list-style-type: none"> - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/Writing exercises - Group work/Pair work 	Teaching Materials <ul style="list-style-type: none"> - Whiteboard - Projector - Power point - Flashcard - Video clip 	Attendance and Participation – 10% Assignments and exercises – 20%
3 (4 Hrs.)	Hotels: description/rec ommendation/	<ul style="list-style-type: none"> - Review - Interactive lecture 	Teaching Materials <ul style="list-style-type: none"> - Whiteboard - Projector 	Attendance and Participation – 10%

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)
	booking/money-costs/accommodation in Thailand	<ul style="list-style-type: none"> - Model language/examples - speaking practice - Listening practice - Reading Writing exercises Group work/Pair work	<ul style="list-style-type: none"> - Power point - Flashcard - Video clip - 	Assignments and exercises – 20%
4 (4 Hrs.)	Sightseeing I: guided tours/recommendations/ places of interest/ exhibitions/ Grand Palace	<ul style="list-style-type: none"> - Review - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/Writing exercises - Group work/Pair work 	Teaching Materials <ul style="list-style-type: none"> - Whiteboard - Projector - Power point - Flashcard - Video clip 	Attendance and Participation – 10% Assignments and exercises – 20%
5 (4 Hrs.)	Speaking test #1			Attendance and Participation – 10% Test – 10%
6 (4 Hrs.)	Sightseeing II: guided tours/recommendations/ places of interest/ exhibitions/ Grand Palace	<ul style="list-style-type: none"> - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/ Writing exercises - Group work/Pair work 	Teaching Materials <ul style="list-style-type: none"> - Whiteboard - Projector - Power point - Flashcard - Video clip 	Attendance and Participation – 10% Assignments and exercises – 20%

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)
7 (4 Hrs.)	Around Town: transport/directions/places/Attraction in Thailand	<ul style="list-style-type: none"> - Review - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/ Writing exercises - Group work/Pair work 	Teaching Materials <ul style="list-style-type: none"> - Whiteboard - Projector - Power point - Flashcard - Video clip 	Attendance and Participation – 10% Assignments and exercises – 20%
8 (4 Hrs.)	History and Culture I: History of Thailand temples/customs	<ul style="list-style-type: none"> - Review - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/ Writing exercises - Group work/Pair work 	Teaching Materials <ul style="list-style-type: none"> - Whiteboard - Projector - Power point - Flashcard - Video clip 	Attendance and Participation – 10% Assignments and exercises – 20%
9 (4 Hrs.)	Mid – term exam			Attendance and Participation – 10% Exam – 20%
10 (4 Hrs.)	History and Culture II: festivals/historical facts temples/customs	<ul style="list-style-type: none"> - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/Writing exercises - Group work/Pair work 	<ul style="list-style-type: none"> - Teaching Materials - Whiteboard - Projector - Power point - Flashcard - Video clip 	Attendance and Participation – 10% Assignments and exercises – 20%

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)
11 (4 Hrs.)	Tour Management I: tour organizing/vacations/Welcoming tourists	<ul style="list-style-type: none"> - Review - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/Writing exercises - Group work/Pair work 	Teaching Materials <ul style="list-style-type: none"> - Whiteboard - Projector - Power point - Flashcard - Video clip 	Attendance and Participation – 10% Assignments and exercises – 20%
12 (4 Hrs.)	Tour Management II: tour organizing/vacations/Tourists Guiding	<ul style="list-style-type: none"> - Review - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/Writing exercises - Group work/Pair work 	Teaching Materials <ul style="list-style-type: none"> - Whiteboard - Projector - Power point - Flashcard - Video clip 	Attendance and Participation – 10% Assignments and exercises – 20%
13 (4 Hrs.)	Speaking Test #2			Attendance and Participation – 10% Test – 10%

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)
14 (4 Hrs.)	Working in Tourism I: jobs/applications/interview	<ul style="list-style-type: none"> - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/Writing exercises - Group work/Pair work 	Teaching Materials <ul style="list-style-type: none"> - Whiteboard - Projector - Power point - Flashcard - Video clip 	Attendance and Participation – 10% Assignments and exercises – 20%
15 (4 Hrs.)	Working in Tourism II: jobs/applications/interview	<ul style="list-style-type: none"> - Review - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/Writing exercises - Group work/Pair work 	Teaching Materials <ul style="list-style-type: none"> - Whiteboard - Projector - Power point - Flashcard - Video clip 	Attendance and Participation – 10% Assignments and exercises – 20%
16 (1.5 Hrs.)	Final Exam	Final Examination – 30%	Andrew Coltrane Chadawan Sirjarukul	

5.2 Assessment and Evaluation

1) Grading Breakdown:

Attendance and Participation	10%
Assignments and Exercises	20%
Tests	20%
Midterm Exam	20%
Final Exam	30%

2) Grade Evaluation: Norm-Referenced Criterion-Referenced

Grading Criteria

Score	Grade
85-100	A
79-84	B ⁺
73-78	B
67-72	C ⁺
61-66	C
55-60	D ⁺
50-54	D
0-49	F

6. Learning Resources

6.1 Primary Textbook / Documents

Strutt, Peter (2003). *English for international tourism*. Pearson Education Ltd.
Eastwood, John (1994) *English for travel*. Oxford University Press.

6.2 Essential References

- English – English / Thai – English Dictionary
- <http://owl.english.purdue.edu>

6.3 Recommended Books and Reference Material

- <http://en.oxforddictionaries.com>

7. Course Evaluation and Improvement

7.1 Student course evaluation strategies

- 1) Confidential teacher evaluation done by the students
- 2) Evaluation of each learning domain done by the students

7.2 Teaching evaluation strategies

- 1) Confidential Teacher Evaluation Form

2) Student self-evaluation form

7.3 Teaching Improvement Process

Course and teaching evaluation results will determine appropriate improvements for the course and the teaching strategies

7.4 Standard verification of student achievement

Verification of student learning outcome is done through behavioral observation, test scores, activities and presentations.

Learning Outcome	Evaluation Methods		
	Behavioral Observation	Tests / Exams	Activities / Presentations
Morals and ethics	✓	✓	✓
Knowledge		✓	✓
Cognitive Skills	✓	✓	✓
Interpersonal skills and responsibility	✓	✓	✓
Analytical, Communicative and IT skills		✓	✓

7.5 Action plan for verifying and improving course effectiveness

- 1) Verification is done following the standards in 7.4.
- 2) In the event that the student scores do not verify the effectiveness of the course, students are allowed to improve their scores as deemed necessary.