

Course Specification

University	Suan Dusit University
Campus/Faculty/Program	Faculty of Humanities and Social Sciences English Program

1. General Information

1.1 Course code and title

Course code: 1553137 Course title: ภาษาอังกฤษสำหรับการโรงแรม
English for Hotel

1.2 Number of Credits

3 (3-0-6) credits

1.3 Program and Course Type

- 1) Program : English Program
- 2) Course type : Elective course

1.4 Course Coordinator and Course Lecturers

- 1) Course coordinator: Olivia Patricia Laurena
- 2) Course lecturers: Olivia Patricia Laurena

1.5 Semester and Student Year Level

Semester 2 Academic Year 2561 / Year 3

1.6 Prerequisite Courses (if any)

- None -

1.7 Co-requisite Courses (if any)

- None -

1.8 Location (Campus, building and room number)

Suan Dusit University, Bldg. 10, Room 10502

1.9 Date of Course Modification

December 2021

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; show respect and understanding and exhibit open-mindedness toward 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; devise effective problem-solving skills to achieve self-directedness and lifelong learning skills

3) Cognitive Skills

Develop logical, rational and critical thinking skills to be able to understand apply the knowledge learned for performing professional tasks and adapting to a multicultural professional environment

4) Interpersonal Skills and Responsibilities

Have the initiative to help others, exhibit leadership and cooperative skills to be able to work well with others and collectively solve problems through the use of information and communication technology (ICT) tools

5) Analytical, Communicative and IT Skills

Demonstrate computer and basic mathematical skills; be able to criticize and discriminate different types of information obtained from various resources and its veracity and validity; develop lifelong learning skills by using ICT tools available

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

(ภาษาไทย) คำศัพท์เฉพาะทางในงานโรงแรม สำนวนภาษา ฝึกการสื่อสารในแผนกต้อนรับ แผนกอาหารและเครื่องดื่ม การจัดการและรับมือกับข้อร้องเรียนของลูกค้า กระบวนการและขั้นตอนการติดต่อในโรงแรม

(English) Hotel terminology, expressions, communicative practice in front office, food and beverage services, dealing with and handling guest complaints; hotel operations and procedures

3.2 Teaching hours per semester

Lecture Hours	Additional Teaching Hours	Training and Fieldwork	Self- study Hours
45 hours	Will be determined as appropriate to help students in learning. Additional teaching hours can be in the form of a discussion through online communication platforms	-	90 hours

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.

Email: ajarnolivia@live.com

Line: (A group chat will be created for the class.)

4. Student Learning Development

Teaching and Assessment

Learning Domains	Teaching Strategies	Assessment Method	Week of Evaluation	Percentage
<p><u>Morals and Ethics</u></p> <p>1.1. [P] Practice self-discipline and punctuality in and responsibility for all the assigned work.</p> <p>1.2. [S] Be able to accomplish assigned tasks with great consideration of the moral and ethical standards</p> <p>1.3. [P] Apply the knowledge of the English language to real-life and social situations</p> <p>Learning Outcomes:</p> <ul style="list-style-type: none"> - Students practice self-discipline by adhering to classroom rules and policies regarding work submission. - Students consider real-world situations and apply techniques and strategies in communicating and conversing in real-life contexts. 	<ul style="list-style-type: none"> - Explain course objectives, policies, and topics - Collaborative learning activities - Group discussions - Group and pair role-play presentations - Class discussions and lectures 	<ul style="list-style-type: none"> - Teacher observation - Peer evaluation - Speaking Activities and exercises - Assignments and Reports - Group project - Midterm - Final exam 	1 – 15	50%
<p><u>Knowledge</u></p> <p>2.1. [P] Demonstrate C1 CEFR proficiency skills in listening and speaking in English on topics related to academic, society and profession; summarizing and synthesizing points and issues heard; have the ability to distinguish various</p>	<ul style="list-style-type: none"> - Analyze different hotel situations, practice model conversations, and build own conversations the depict appropriate responses to various situations - Present and explain gathered information and contribute new knowledge in class. - Class vocabulary learning collaboration 	<p>Formative and summative assessments:</p> <ul style="list-style-type: none"> - individual and group assignments - collaborative online tasks and discussions, 	1 – 15	90%

Learning Domains	Teaching Strategies	Assessment Method	Week of Evaluation	Percentage
<p>types of information in print and online media and present them accurately.</p> <p>2.2 [P] Demonstrate C1 CEFR proficiency skills in reading and writing in English on topics related to academic, society and profession; summarizing and synthesizing points and issues heard; have the ability to distinguish various types of information in print and online media and present them accurately.</p> <p>2.4 [S] Read, analyze, and interpret various types of literature such as prose, English and American plays, or translated literature with knowledge of the importance of individuality, society and culture in order to co-exist in harmony with others.</p> <p>2.5. [S] Translate from English to Thai and vice versa different types of texts such as textual information in news and documentaries, expressions of feelings in fiction, persuasion in orations and speeches, as well as translations for texts with terminology specific to the field of study, in an articulate and eloquent way resulting from the understanding of the structure of both Thai and English languages.</p> <p>Learning Outcomes</p>	<p>- Both students and teacher will contribute to a word bank or collection of learned and used vocabulary in lessons.</p>	<p>- quizzes - group/pair speaking activities - midterm test - final exam</p>		

Learning Domains	Teaching Strategies	Assessment Method	Week of Evaluation	Percentage
<ul style="list-style-type: none"> - Students listen to and practice conversations about various topics related to the use of English in the hotel context. - Students learn and use vocabulary specific to and appropriate for hotel context. 				
<p><u>Cognitive Skills</u></p> <p>3.1. [P] Have the ability to effectively use the English language throughout the learning process with great efficiency</p> <p>3.2. [P] Apply English language knowledge in reasoning and analysis to systematically solve problems</p> <p>Learning Outcomes</p> <ul style="list-style-type: none"> - Students use their language skills in English in various situations related to hotel contexts (handling reservations, check-ins, complaints, enquiries, etc.) - Students gain/expand vocabulary knowledge related to hotel concepts and use them in role-play activities and speaking activities 	<ul style="list-style-type: none"> - Discuss and explain listening and speaking strategies, and let students practice their listening and speaking skills - Assign relevant, significant and current topics to allow students to think critically and used various available sources (print or online) to gather ideas and discuss in groups or in class 	Formative and summative assessments: <ul style="list-style-type: none"> - individual and group assignments - collaborative online tasks and discussions, - quizzes - group/pair role-play presentations - midterm test - final exam 	1 – 15	90%
<p><u>Interpersonal Skills and Responsibility</u></p> <p>4.1. [S] Use knowledge of the English language in working effectively with others; possess leadership</p>	<ul style="list-style-type: none"> - Collaborative learning activities - Group discussions 	Behavioural observation	1 - 15	40%

Learning Domains	Teaching Strategies	Assessment Method	Week of Evaluation	Percentage
<p>skills and understand their roles, listen to other's opinions, and adjust accordingly to workplace and social diversities</p> <p>4.2. [P] Integrate English language skills and knowledge to be able to work effectively</p> <p>Learning Outcomes</p> <ul style="list-style-type: none"> - Students practice and role-play situations relating to guest relations (assisting guests, dealing with complaints, recommending, and suggesting, etc. - Students construct dialogues depicting the different hotel situations and create scenarios wherein they need to analyze the situation and respond correctly and appropriately. 	<ul style="list-style-type: none"> - Group/Pair/Individual listening activities, presentations, and discussions - Class discussions and lectures - Class vocabulary learning collaboration - Both students and teacher will contribute to a word bank or collection of learned and used vocabulary in lessons. 	<p>and peer evaluation for group tasks and assignments</p>		
<p><u>Analytical, Communicative and IT Skills</u></p> <p>5.1. [S] Distinguish various types of information in English in print and online media and present reports using various technological tools available for usage</p> <p>5.2. [P] Use available information and communication technologies (ICTs) and digital literacy skills to improve and develop work processes for English tasks</p> <p>Learning Outcomes</p> <ul style="list-style-type: none"> - Students utilize various multimedia resources that are available to them 	<ul style="list-style-type: none"> - Collaborative learning activities - Group discussions - Group/Pair/Individual listening activities, presentations, and discussions - Class discussions and lectures - Class vocabulary learning collaboration - Both students and teacher will contribute to a word bank or collection of learned and used vocabulary in lessons. 	<p>Formative and summative assessments:</p> <ul style="list-style-type: none"> - individual and group writing assignments - collaborative online tasks and discussions, - quizzes - group/pair speaking activities - final exam 	<p>1 – 15</p>	<p>50%</p>

Learning Domains	Teaching Strategies	Assessment Method	Week of Evaluation	Percentage
<p>- Students use a variety of technological tools for gathering information, communicating with their peers and teacher, and in presenting their ideas.</p>				

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
		<ul style="list-style-type: none"> - research and gather information on hotel history, organizational structure, and the various departments, job titles and responsibilities - organize the gathered information and produce a structured report on the topics 			
2 (3 Hrs.)	Unit 1: Introduction to Hotels (Part 2)	<p>Teaching Strategies: Interactive presentation of the following:</p> <ul style="list-style-type: none"> - History of hotels - Hotel departments - Hotel job titles and descriptions <p>Activity / Exercise: Individual speaking activity</p> <p>Learning Outcomes: Students will:</p> <ul style="list-style-type: none"> - record historical events pertaining to the hotel industry - research and gather information on hotel history, organizational structure, and the various departments, job titles and responsibilities 	<ul style="list-style-type: none"> - PowerPoint slides - Textbook 	Attendance and Participation – 0.33% Speaking activities and Exercises – 1%	Olivia Patricia Laurena

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
		<ul style="list-style-type: none"> - organize the gathered information and produce a structured report on the topics 			
3 (3 Hrs.)	Unit 2: Room Reservations	<p>Teaching Strategies: Interactive presentation of the following:</p> <ul style="list-style-type: none"> - Different reservation methods <p>Demonstration and practice of the following:</p> <ul style="list-style-type: none"> - Reservation by phone - Reservation by email - Online reservation <p>Activity / Exercise: Speaking activity</p> <p>Learning Outcomes: Students will:</p> <ul style="list-style-type: none"> - enumerate the different ways to reserve a room in a hotel - distinguish important reservation details to be obtained in telephone conversations and email 	<ul style="list-style-type: none"> - PowerPoint slides - Textbook - Handouts 	Attendance and Participation – 0.33% Speaking activities and Exercises – 1%	Olivia Patricia Laurena

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
		- dramatize hotel reservations dialogue and demonstrate vocabulary understanding			
4 (3 Hrs.)	Short Test #1 (Unit 1 and Unit 2)			Attendance and Participation – 0.33% Short Test – 5%	Olivia Patricia Laurena
5 (3 Hrs.)	Unit 3: Check-in and Porter Service	<p>Teaching Strategies: Interactive presentation and demonstration of the following:</p> <ul style="list-style-type: none"> - Hotel check-in dialogue - Porter service dialogue <p>Activity / Exercise: Speaking activity (by pairs)</p> <p>Learning Outcomes: Students will:</p> <ul style="list-style-type: none"> - identify important details that need to be obtained during check-in procedures - practice and role play situations like checking in and showing guests to the room - structure the dialogue with the necessary and appropriate guest and hotel information 	<ul style="list-style-type: none"> - PowerPoint slides - Textbook - Handouts 	Attendance and Participation – 0.33% Speaking activities and Exercises – 1%	Olivia Patricia Laurena
6 (3 Hrs.)	Unit 4: Hotel Accommodations	<p>Teaching Strategies: Interactive presentation of the following:</p>	<ul style="list-style-type: none"> - PowerPoint slides 	Attendance and Participation – 0.33%	Olivia Patricia Laurena

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
		<ul style="list-style-type: none"> - Types of accommodations - Room and bathroom amenities - Dialogues and conversations <p>Activity / Exercise: Group activity: Design and presentation of room and bathroom designs</p> <p>Assignment: Research and report on the types of accommodations</p> <p>Learning Outcomes: Students will:</p> <ul style="list-style-type: none"> - research and gather information on the different types of accommodation of actual and real-life hotels - interview appropriate source to obtain such information - organize gathered information and produce a structured report on the topic 	<ul style="list-style-type: none"> - Textbook - Handouts 	Assignments and Reports – 2%	
7 (3 Hrs.)	Unit 5: Hotel Facilities and Services	<p>Teaching Strategies:</p> <p>Interactive presentation of the following:</p> <ul style="list-style-type: none"> - Hotel facilities and services - Dialogue demonstrations on asking for and giving directions inside the hotel - Demonstration on telling the time <p>Activity / Exercise:</p>	<ul style="list-style-type: none"> - PowerPoint slides - Textbook - Handouts 	Attendance and Participation – 0.33% Speaking activities and Exercises – 1% Assignments and Reports – 2%	Olivia Patricia Laurena

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
		Group activity: Speaking activity Assignment: Research and report of hotel facilities and services offered by chosen hotel Learning Outcomes: Students will: - research and gather information on the different hotel facilities and services of actual and real-life hotels - interview appropriate source to obtain such information - organize gathered information and produce a structured report on the topic			
8 (1 Hr. 30 mins.)	Midterm Examination			Attendance and Participation 0.33% Midterm Examination – 20% Speaking activities and Exercises – 1%	Olivia Patricia Laurena

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
8 (1 Hr 30 mins.)	Unit 6: Restaurant and Bar Operations (Part 1)	<p>Teaching Strategies: Interactive presentation and demonstration of the following:</p> <ul style="list-style-type: none"> - Restaurant bookings - Taking orders for different courses - Bar operations - Room service operations <p>Activity / Exercise: Speaking activity</p> <p>Learning Outcomes: Students will:</p> <ul style="list-style-type: none"> - identify important details that need to be obtained during check-in procedures - practice and role play situations like checking in and showing guests to the room - structure the dialogue with the necessary and appropriate guest and hotel information 	<ul style="list-style-type: none"> - PowerPoint slides - Textbook - Handouts 		Olivia Patricia Laurena
9 (3 Hrs.)	Unit 6: Restaurant and Bar Operations (Part 2)	<p>Teaching Strategies: Interactive presentation and demonstration of the following:</p> <ul style="list-style-type: none"> - Restaurant bookings 	<ul style="list-style-type: none"> - PowerPoint slides - Textbook - Handouts 	Attendance and Participation – 0.33% Speaking activities and Exercises – 1% Assignments and	Olivia Patricia Laurena

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
		<ul style="list-style-type: none"> - Taking orders for different courses - Bar operations - Room service operations <p>Activity / Exercise: Speaking activity</p> <p>Learning Outcomes: Students will:</p> <ul style="list-style-type: none"> - identify important details that need to be obtained during check-in procedures - practice and role play situations like checking in and showing guests to the room - structure the dialogue with the necessary and appropriate guest and hotel information 		Reports – 2%	
10 (3 Hrs.)	Unit 7: Places to visit	<p>Teaching Strategies: Interactive presentation and discussion of the following:</p> <ul style="list-style-type: none"> - Various tourist attractions in the country - Suggesting and recommending places to visit - Giving directions outside the hotel <p>Assignment:</p>	<ul style="list-style-type: none"> - PowerPoint slides - Textbook - Handouts 	Attendance and Participation – 0.33% Assignments and Reports – 2%	Olivia Patricia Laurena

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
		Research and report on tourist attraction found in the students' hometowns Learning Outcomes: Students will: - research and gather information about the tourist attractions in their hometown - interview appropriate source to obtain such information - organize gathered information and produce a structured report on the topic			
11 (3 Hrs.)	Short Test #2 (Unit 6 and Unit 7)			Attendance and Participation – 0.33% Short Test – 5%	Olivia Patricia Laurena
12 (3 Hrs.)	Unit 8: Problems and Complaints	Teaching Strategies: Interactive presentation and discussion of the following: - Different problems and complaints of guests - How to effectively handle complaints and requests - Giving solutions and instructions Activity / Exercise: Speaking activity Assignment:	- PowerPoint slides - Textbook - Handouts	Attendance and Participation – 0.33% Speaking activities and Exercises – 1% Assignments and Reports – 2%	Olivia Patricia Laurena

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
		<p>Writing assignment: giving instructions for the chosen topic.</p> <p>Learning Outcomes: Students will:</p> <ul style="list-style-type: none"> - research and gather information on the various procedures for which instructions are given - collaborate to organize gathered information and produce a structured report on the topic 			
13 (3 Hrs.)	Unit 9: Telephone Calls	<p>Teaching Strategies: Interactive presentation and demonstration of the following:</p> <ul style="list-style-type: none"> - Polite ways of taking telephone calls - Polite ways to respond to telephone inquiries <p>Activity / Exercise: Speaking activity</p> <p>Learning Outcomes: Students will:</p> <ul style="list-style-type: none"> - employ and use appropriate expressions and etiquette when answering telephone calls inside and outside the hotel - dramatize and role play telephone conversations to practice telephone etiquette 	<ul style="list-style-type: none"> - PowerPoint slides - Textbook - Handouts 	Attendance and Participation – 0.33% Speaking activities and Exercises – 1%	Olivia Patricia Laurena

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
		- identify and distinguish information that is needed to be obtained when taking messages			
14 (1 Hr.)	Short Test #3 (Unit 8 and Unit 9)			Attendance and Participation – 0.33% Short Test – 5%	Olivia Patricia Laurena
14 (2 Hrs.)	Unit 10: Check-out	<p>Teaching Strategies: Interactive presentation and demonstration of the following:</p> <ul style="list-style-type: none"> - Hotel check-out dialogues - Dealing with payment - Explaining the bill - Making corrections in the bill <p>Activity / Exercise: Speaking activity</p> <p>Learning Outcomes: Students will:</p> <ul style="list-style-type: none"> - discuss the procedure followed during check-out - analyze situations related with payment and dealing with problems and mistakes to generate an appropriate response and action 	<ul style="list-style-type: none"> - PowerPoint slides - Textbook - Handouts 	Attendance and Participation – 0.33% Speaking activities and Exercises – 1%	Olivia Patricia Laurena

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
		-identify and label world currencies			
15 (3 Hrs.)	Group Project Presentation			Attendance and Participation – 0.33% Group project – 15%	Olivia Patricia Laurena
16	Final Examination			Final exam – 30%	Olivia Patricia Laurena

5.2 Assessment and Evaluation

1) Grading Breakdown:

Attendance and Participation	5%
Speaking activities and Exercises	10%
Assignments and Reports	10%
Short tests	15%
Group Project	10%
Midterm Exam	20%
Final Exam	30%

2) Grade Evaluation: Norm-Referenced Criterion-Referenced

Grading Criteria

Score	Grade
90-100	A
85-89	B ⁺
75-84	B
70-74	C ⁺
60-69	C
55-59	D ⁺
50-54	D
0-49	F

6. Learning Resources

6.1 Primary Textbook / Documents

Laurena, O. P. English for Hotel. 2021. Suan Dusit Graphic Site.

6.2 Essential References

- O'Hara, Francis. (2002). Be My Guest. Cambridge University Press.
- Stott, T. and Revell, R. (2004). Highly Recommended. Oxford University Press.

6.3 Recommended Books and Reference Material

- Hotel brochures and factsheets (available online)

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.