

科目名 Course Name	Customer Care English						
年次	1	期別	前期	単位数	1	授業形態	演習
担当者氏名	Bortunova Liliia						
連絡先(質問等)	Mikamo Building, 1 st floor, English Salon M, T, W, TH, F 09:00-18:00						
必修/選択	選択						
関連 DP	DP 1 and DP 2						
授業の概要と到達目標	1) Communicate in English effectively in their professional field 2) Improve general English ability - especially listening and speaking for the workplace, but also reading and writing 3) Learn and practice customer service skills specific for English speaking countries' culture						
授業の方法	In this class we will get familiar with staple English conversations used in customer care field, learn about formality levels in English, and practice during pair work and role-plays. Also, we will engage in group discussions about cultural differences.						
学習成果	L01	Students will be able to communicate effectively in basic customer care situations					
	L02	Students will be aware of cultural differences which will help them communicate with people from other countries, lessen guests' culture shock, and provide proper customer care.					
	L03						
	L04						
課題に対するフィードバック	Formative assessments will be conducted via homework check, quizzes etc. and feedback communicated in a timely fashion so that students can improve their work.						
教科書/参考図書	First Class Service 1 (Stephen Hall, Troy Blappert) Other resources at the teacher's discretion.						
履修上の留意点やルール等	Copying/cheating is not tolerated and may result in grade penalty, failure in this course, and possibly ALL other courses. Disruptive behavior will not be tolerated. Cellphones, tablets, etc. can only be used with instructor permission. Active participation in the lesson is required. If you are late just enter the classroom without disrupting the lesson.						
担当教員の実務経験							

成績評価の方法と基準					
評価の領域	評価基準	学習成果の割合			
		L01	L02	L03	L04
授業参加態度	Participation & Attitude: evaluation based on preparation, use of English, classroom behavior, and attendance.		35		
レポート/作品	Reports, projects, questionnaires		15		
発表	Homework will include preview, and other tasks	15			
小テスト	Quizzes: A quiz for each chapter will focus on the new vocabulary and phrases.	25			
試験	A final exam.	10			
その他	Other: a grade of "A" or better (80% or more) is required to pass the class. Scores of less than 80% will be a "D" and no credit will be received. The class can be repeated if needed.				
合計		50	50		

回数		授業計画
1	授業内容	Introduction to the course and provide guidance on the class quizzes and evaluation criteria
	事前・事後学習	Students ask questions and learn what is required before the start of the semester
2	授業内容	Unit 1: Greeting guests, asking for personal information
	事前・事後学習	Chapter Homework
3	授業内容	Unit 2: Talking about occupations, expressing likes and dislikes
	事前・事後学習	Chapter Homework
4	授業内容	Unit 3: Talking about facilities, describing locations
	事前・事後学習	Chapter Homework
5	授業内容	Unit 4: asking about schedules, telling time
	事前・事後学習	Chapter Homework
6	授業内容	Unit 5: Talking about days and dates, asking about availability
	事前・事後学習	Chapter Homework
7	授業内容	Unit 6: Asking about preferences, checking and confirming information
	事前・事後学習	Chapter Homework
8	授業内容	Unit 7: Checking in at a hotel, asking and offering
	事前・事後学習	Chapter Homework
9	授業内容	Unit 10: Taking food and drink orders, confirming information
	事前・事後学習	Chapter Homework
10	授業内容	Unit 11: Listening and responding to complaints, expressing intentions
	事前・事後学習	Chapter Homework
11	授業内容	Unit 13: Talking about locations, giving directions
	事前・事後学習	Chapter Homework
12	授業内容	Unit 14: Talking about prices, changing money
	事前・事後学習	Chapter Homework
13	授業内容	Unit 15: Paying for goods and services, dealing with bill inquiries
	事前・事後学習	Chapter Homework
14	授業内容	Unit 16: Talking about service, saying good-bye to guests
	事前・事後学習	Chapter Homework
15	授業内容	Final Examination Review
	事前・事後学習	Complete study guide and ask any questions of their instructor