Course Specifications (SDU.OBE3)

Course Title English for Hotel

Course Code 1553137

Semester 1 Academic Year 2567

Suan Dusit University

Table of Contents

Course Specifications

Institution   Suan Dusit University

Faculty/School   คณะมนุษยศาสตร์และสังคมศาสตร์

Field of Study   ภาษาอังกฤษ

Section 1 General Information

1. Course Code and Course Title

1553137 : English for Hotel

2. Number of Credits

3 (3-0-6) credits

3. Course Type

Elective Course

4. Course Coordinator and Lecturer

Full name: Olivia Patricia Laurena

Mobile No.:   084-9782346

E-mail: olivia_pat@dusit.ac.th

5. Semester/Year of Study

Semester 1 Academic Year 2567 / Year of Study Year 4

6. Pre-requisite (If any)

- None -

7. Co-requisites (If any)

- None -

8. Venue of Study

มหาวิทยาลัยสวนดุสิต

9. Latest Date of Course Revision

14 มิถุนายน 2567

Section 2 Goals and Objectives

1. Course Goals

1. Develop problem-solving skills 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. 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. 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. Have the initiative to help others, exhibit leadership and cooperative skills to be able to work well with others and collectively solve problems using information and communication technology (ICT) tools

5. 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. Objectives of Course Development/Revision

To modify and improve the course through the addition of teaching and learning methods that promote active learning and to provide students with the knowledge and abilities that can improve their language communication skills essential for the professional careers in the hospitality industry.

3. Course Learning Outcomes (CLOs)

By the end of the course, students are able to achieve the course learning outcomes (CLOs) as follows:

1. CLO1: Students practice self-discipline by adhering to classroom rules and policies regarding work submission and consider real-world situations and apply techniques and strategies in communicating and conversing in real-life contexts.

2. CLO2: Students listen to and practice conversations about various topics related to the use of English in the hotel context and learn and use vocabulary specific to and appropriate for hotel context.

3. CLO3: Students use their language skills in various situations related to hotel contexts (handling reservations, check-ins, complaints, enquiries, etc.), gain and expand vocabulary knowledge related to hotel concepts and use them in role-play and speaking activities.

4. CLO4: Students practice and role-play situations relating to guest relations (assisting guests, dealing with complaints, recommending, and suggesting, etc., and

construct dialogues depicting the different hotel situations and create scenarios wherein they need to analyze the situation and respond correctly and appropriately.

5. CLO5: Students utilize various multimedia resources that are available to them and use a variety of technological tools for gathering information, communicating with their peers and teacher, and in presenting their ideas.

Section 3 Description and Implementation

1. Course Description

(ภาษาไทย) คำศัพท์เฉพาะทางในงานโรงแรม สำนวนภาษา ฝึกการสื่อสารในแผนกต้อนรับ แผนกอาหาร และเครื่องดื่ม การจัดการและรับมือกับข้อร้องเรียนของลูกค้า กระบวนการและขั้นตอนการติดต่อใน โรงแรม

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

2. Number of Hours per Semester

Theory	Practice	Self-study	Supplementary Teaching
45 hours	- None -	90 hours	2 to 4 hours/week

3. Concept of Learning Management Process

• **Collaborative learning** – students are assigned tasks that must be accomplished in groups to engage in idea-sharing.

• **Learning through context** – topics of tasks and discussions are based on situations relevant to the field of study, the present social contexts, and future careers, among others.

• **Creativity and self-identity** – discussions and written tasks encourage students to discuss different ways of answering questions, approaching a difficult/challenging task, or brainstorming ideas.

4. Number of Hours per Week for Individual Advice and Academic Guidance

1) Group and/or individual consultations may be arranged twice a week.

2) Consultations may also be done through email and social media messaging for convenience.

Contact information:

Aj. Olivia: ajarnolivia@gmail.com   Mobile number: 0849782346

Section 4 Student Learning Development

4.1 The relation between Course-Level Learning Outcomes (CLOs) and Level of Learning

CLO No.	CLO Statement	Level of Learning
1	Students practice self-discipline by adhering to classroom rules and policies regarding work submission and consider real-world situations and apply techniques and strategies in communicating and conversing in real-life contexts.	Applying
2	Students listen to and practice conversations about various topics related to the use of English in the hotel context, and learn and use vocabulary specific to and appropriate for hotel context	Understanding
3	Students use their language skills in various situations related to hotel contexts (handling reservations, check-ins, complaints, enquiries, etc.), gain and expand vocabulary knowledge related to hotel concepts and use them in role-play and speaking activities	Applying
4	Students practice and role-play situations relating to guest relations (assisting guests, dealing with complaints, recommending, and suggesting, etc., and construct dialogues depicting the different hotel situations and create scenarios wherein they need to analyze the situation and respond correctly and appropriately.	Creating
5	Students utilize various multimedia resources that are available to them, and use a variety of technological tools for gathering information, communicating with their peers and teacher, and in presenting their ideas	Applying

4.2 The relation between Course-Level Learning Outcomes and Program-Level Learning Outcomes (PLOs)

Course-Level Learning Outcomes	Program-Level Learning Outcomes					
	PLO1	PLO2	PLO3	PLO4	PLO5	PLO6
CLO1: [Click and type]	☐	☐	☐	☐	☐	☐
CLO2: [Click and type]	☐	☐	☐	☐	☐	☐
CLO3: [Click and type]	☐	☐	☐	☐	☐	☐

**Note: Program-Level Learning Outcomes: PLOs

PLO1: [Click and type]

PLO2: [Click and type]

PLO3: [Click and type]

(More PLOs can be added as specified in courses and curriculum)

The course is part of the 2562 English curriculum.

4.3 Course-Level Learning Outcomes (CLO), Teaching Strategies and Assessment Methods

CLO	Teaching Strategies	Assessment Methods

Students practice self-discipline by adhering to classroom rules and policies regarding work submission and consider real-world situations and apply techniques and strategies in communicating and conversing in real-life contexts.	- Explain course objectives, policies, and topics
	- Collaborative learning activities
	  - Group discussions
	  - Group/Pair/Individual listening activities, presentations, and discussions
	- Class discussions and lectures
		- Teacher observation
		- Peer evaluation
		- Quizzes and Skill Exercises
		- Presentations

Students listen to and practice conversations about various topics related to the use of English in the hotel context, and learn and use vocabulary specific to and appropriate for hotel context	- Analyze different hotel situations, practice model conversations, and build own conversations the depict appropriate responses to various situations	Formative and summative assessments: - individual and group assignments - collaborative online tasks and discussions, - quizzes - group presentations

	- Present and explain gathered information and contribute new knowledge in class. - Class vocabulary learning collaboration	- final exam - English Discoveries progress report
Students use their language skills in various situations related to hotel contexts (handling reservations, check-ins, complaints, enquiries, etc.), gain and expand vocabulary knowledge related to hotel concepts and use them in role-play and speaking activities	- 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: - individual and group assignments - collaborative online tasks and discussions, - quizzes - group presentations - final exam - English Discoveries progress report
Students practice and role-play situations relating to guest relations (assisting guests, dealing with complaints, recommending, and suggesting, etc., and construct dialogues depicting the different hotel situations and create scenarios wherein they need to analyze the situation and respond correctly and appropriately.	- Collaborative learning activities - Group discussions - Group/Pair/Individual listening activities, presentations, and discussions - Class discussions and lectures - Class vocabulary learning collaboration	Formative and summative assessments: - individual and group writing assignments - collaborative online tasks and discussions, - quizzes - group presentations - final exam - English Discoveries progress report3
Students utilize various multimedia resources that are available to them, and use a variety of technological tools for gathering information, communicating with their	- Collaborative learning activities -Group discussions -Group/Pair/Individual listening activities, presentations, and discussions	Formative and summative assessments: - individual and group writing assignments - collaborative online tasks and discussions, - quizzes

| peers and teacher, and in presenting their ideas | - Class discussions and lectures
- Class vocabulary learning collaboration | - group/pair speaking activities
- final exam |

Section 5 Lesson Plan and Evaluation

1. Lesson Plan

Week No.	Topics/Details	No. of hours	Learning Activity/Exercises Teaching Materials	Lecturer
1	- Course Introduction - Unit 1: Introduction to Hotels (Part 1)	3	**Teaching Strategies:** - Explain course syllabus and course requirements - Give a brief introduction of topics that will be covered in the course **Activity / Exercise:** Group speaking Pre-test **Teaching Strategies:** **Interactive presentation of the following:** - History of hotels - Hotel departments - Hotel job titles and descriptions **Activity / Exercise:** Individual speaking activity **Teaching Materials:** - PowerPoint slides - Learning materials - Online resources - Online collaboration tools	Olivia Patricia Laurena
2	Unit 1: Introduction to Hotels (Part 2)	3	**Teaching Strategies:** **Interactive presentation of the following:** - History of hotels - Hotel departments - Hotel job titles and descriptions **Activity / Exercise:** Individual speaking activity **Teaching Materials:** - PowerPoint slides - Learning materials - Online resources - Online collaboration tools	Olivia Patricia Laurena
3	Unit 2: Room Reservations	3	**Teaching Strategies:** **Interactive presentation of the following:**	Olivia Patricia Laurena

Week No.	Topics/Details	No. of hours	Learning Activity/Exercises Teaching Materials	Lecturer
			- Different reservation methods **Demonstration and practice of the following:** - Reservation by phone - Reservation by email - Online reservation **Activity / Exercise:** Speaking activity **Teaching Materials:** - PowerPoint slides - Learning materials - Online resources - Online collaboration tools	
4	Short Quiz #1 (Unit 1 and Unit 2) Unit 3: Check-in and Porter Service (Part 1)	1.5 1.5	**Activity / Exercise:** Quiz & Speaking activity **Teaching Strategies:** **Interactive presentation and demonstration of the following:** - Hotel check-in dialogue - Porter service dialogue **Activity / Exercise:** Speaking activity (by pairs) **Teaching Materials:** - PowerPoint slides - Learning materials - Online resources - Online collaboration tools	Olivia Patricia Laurena
5	Unit 3: Check-in and Porter Service (Part 2)	3	**Teaching Strategies:** **Interactive presentation and demonstration of the following:** - Hotel check-in dialogue - Porter service dialogue **Activity / Exercise:** Speaking activity (by pairs) **Teaching Materials:** - PowerPoint slides - Learning materials - Online resources - Online collaboration tools	Olivia Patricia Laurena

Week No.	Topics/Details	No. of hours	Learning Activity/Exercises Teaching Materials	Lecturer
6	Unit 4: Hotel Accommodations	3	**Teaching Strategies:** **Interactive presentation of the following:** - Types of accommodations - Room and bathroom amenities - Dialogues and conversations **Activity / Exercise:** Group activity: Design and presentation of room and bathroom designs **Assignment:** Research and report on the types of accommodations **Teaching Materials:** - PowerPoint slides - Learning materials - Online resources - Online collaboration tools	Olivia Patricia Laurena
7	Unit 5: Hotel Facilities and Services	3	**Teaching Strategies:** **Interactive presentation of the following:** - Hotel facilities and services - Dialogue demonstrations on asking for and giving directions inside the hotel - Demonstration on telling the time **Activity / Exercise:** - Group activity: Speaking activity **Teaching Materials:** - PowerPoint slides - Learning materials - Online resources - Online collaboration tools	Olivia Patricia Laurena
8	Midterm Examination Unit 6: Restaurant and Bar Operations (Part 1)	1.5 1.5	**Midterm Exam** – Units 1 to 5 covered **Teaching Strategies:** **Interactive presentation and demonstration of the following:** - Restaurant bookings	Olivia Patricia Laurena

Week No.	Topics/Details	No. of hours	Learning Activity/Exercises Teaching Materials	Lecturer
			- Taking orders for different courses - Bar operations - Room service operations **Activity / Exercise:** Speaking activity **Teaching Materials:** - PowerPoint slides - Learning materials - Online resources - Online collaboration tools	
9	Unit 6: Restaurant and Bar Operations (Part 2)	3	**Teaching Strategies:** **Interactive presentation and demonstration of the following:** - Restaurant bookings - Taking orders for different courses - Bar operations - Room service operations **Activity / Exercise:** - Speaking activity **Teaching Materials:** - PowerPoint slides - Learning materials - Online resources - Online collaboration tools	Olivia Patricia Laurena
10	Unit 7: Places to Visit	3	**Teaching Strategies:** **Interactive presentation and discussion of the following:** - Various tourist attractions in the country - Suggesting and recommending places to visit - Giving directions outside the hotel **Assignment:** - Research and report on tourist attraction found in the students' hometowns **Teaching Materials:** - PowerPoint slides	Olivia Patricia Laurena

Week No.	Topics/Details	No. of hours	Learning Activity/Exercises Teaching Materials	Lecturer
			- Learning materials - Online resources - Online collaboration tools	

11	Short Quiz #2 (Unit 6 and Unit 7)
	
	Unit 8: Problems and Complaints (Part 1)
		1.5
		
		1.5
			Activity / Exercise:
			Quiz & Speaking activity
			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
			Teaching Materials:
			- PowerPoint slides
			- Learning materials
			- Online resources
			- Online collaboration tools
				Olivia
				Patricia
				Laurena

12	Unit 8: Problems and Complaints (Part 2)	3	**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
			Teaching Materials:
			- PowerPoint slides
			- Learning materials
			- Online resources
			- Online collaboration tools
				Olivia
				Patricia
				Laurena

13	Unit 9: Telephone Calls	3	**Teaching Strategies:** **Interactive presentation and demonstration of the following:** - Polite ways of taking telephone calls	Olivia Patricia Laurena

Week No.	Topics/Details	No. of hours	Learning Activity/Exercises Teaching Materials	Lecturer
			- Polite ways to respond to telephone inquiries **Activity / Exercise:** - Speaking activity **Teaching Materials:** - PowerPoint slides - Learning materials - Online resources - Online collaboration tools	
14	Unit 10: Check-out	3	**Teaching Strategies:** **Interactive presentation and demonstration of the following:** - Hotel check-out dialogues - Dealing with payment - Explaining the bill - Making corrections in the bill **Activity / Exercise:** - Speaking activity **Teaching Materials:** - PowerPoint slides - Learning materials - Online resources - Online collaboration tools	Olivia Patricia Laurena
15	Group Project Presentation	3	**Activity / Exercise:** - Group presentation and discussion - Consultation and feedback **Teaching Materials:** - PowerPoint slides - Learning materials - Online resources - Online collaboration tools	Olivia Patricia Laurena
16	Final Examination			Olivia Patricia Laurena

2. Learning Outcome Assessment and Evaluation

Course-Level Learning Outcomes	Assessment and Evaluation Methods	Percentage

CLO1: Students practice self-discipline by adhering to classroom rules and policies regarding work submission and consider real-world situations and apply techniques and strategies in communicating and conversing in real-life contexts.	Attendance and Participation	5	5
CLO2: Students listen to and practice conversations about various topics related to the use of English in the hotel context, and learn and use vocabulary specific to and appropriate for hotel context	Speaking activities and exercises	10	95
	Assignments and reports	10	
	Short quiz	15	
	Group project	10	
	Midterm exam	20	
	Final Exam	30	
CLO3: Students use their language skills in various situations related to hotel contexts (handling reservations, check-ins, complaints, enquiries, etc.), gain and expand vocabulary knowledge related to hotel concepts and use them in role-play and speaking activities			
CLO4: Students practice and role-play situations relating to guest relations (assisting guests, dealing with complaints, recommending, and suggesting, etc., and construct dialogues depicting the different hotel situations and create scenarios wherein they need to analyze the situation and respond correctly and appropriately.			
CLO5: Students practice self-discipline by adhering to classroom rules and policies regarding work submission and consider real-world situations and apply techniques			

and strategies in communicating and conversing in real-life contexts.			
Total			100

Type of Grading Evaluation ☑ A-F   ☐ S/U   ☐ P

Section 6 Learning Resources

1. Primary Textbook/Documents

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

2. Recommended Books and Reference Material

2.1   O'Hara, Francis. (2002). Be My Guest. Cambridge University Press.

2.2   Stott, T. and Revell, R. (2004). Highly Recommended. Oxford University Press.

3. Other Resources

-Hotel brochures and factsheets (available online)

4. Improvement / Learning Resources Development (added)

ปรับปรุงกิจกรรม / ใบงาน

Section 7 Course Evaluation and Improvement

1. Student Course Evaluation Strategies

1) Confidential teacher evaluation done by the students

2) Evaluation of each learning domain done by the students

2. Teaching Evaluation Strategies

1) Confidential Teacher Evaluation Form

2) Student self-evaluation form

3. Teaching Improvement Process

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

4. Standard Verification of Student Achievement

Verification of student learning outcome is done through behavioral observation, test scores, listening and speaking 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		✓	✓

5. Action Plan for Verifying and Improving Course Effectiveness

1) Verification is done following the standards in Section 7 Number 4.

2) Course effectiveness will be based on student performance and evaluation.