

南台科技大學 101 學年度第 1 學期課程資訊

課程名稱	專業英語溝通(一)(C)
課程編碼	01D12B0N
系所代碼	00
開課班級	四技國企二甲 四技國企二乙 四技財金二丙
開課教師	游雅婷
學分	2.0
時數	2
上課節次地點	二 5 6 教室 S512
必選修	管制必修
課程概述	The course is designed to extend low intermediate level students' English listening, speaking, reading and writing skills in four major fields—Engineering, Hospitality & Tourism, Business & Management and Workplace. Students will learn to deal with topics such as preparing English resumes and application letters, answering questions in a job interview, arranging meetings, dealing with customers, giving directions and handling payments, etc, by listening to and practicing different types of dialogues, reading and discussing relevant texts (around 400-800 headwords). The genres include instruction, description, classification, charts, graphs and business letters.
課程目標	延續大一英文課程，加強單字能力，增加口語、閱讀練習份量，熟悉專業所需之英文基礎，並進一步加強專業英文能力及英文檢定測驗之準備工作。
課程大綱	<p>專業英語溝通課程分為四大領域</p> <p>1.工程：</p> <p>工程領域涵蓋的主題範圍如下：</p> <ol style="list-style-type: none"> (1) 網路世界 (2) 智慧型手機 (3) 電腦世界 (4) 奈米技術 (5) 小機件 (6) 機器人 <p>工程領域之英語學習目標：</p> <ol style="list-style-type: none"> (1) 給予及回應建議 (2) 問候及自我介紹 (3) 徵求及給予意見 (4) 了解與下達指令 (5) 成功的簡報術 (6) 激勵員工的話術

	<p>2. 餐飲&旅遊:</p> <ol style="list-style-type: none"> (1) 處理來電 (2) 提供客人和飯店有關的各項資訊 (3) 接受訂位 (4) 處理詢問訂位/訂房的相關事宜 (5) 信件往返 (6) 迎接客人 (7) 處理登記住宿的問題 (8) 解釋飯店房間各項設施的使用方法 (9) 飲料服務 (10) 餐飲服務 (11) 了解您所在地區 (12) 解釋交通工具的選擇 (13) 指示方向 (14) 滿足客戶需求 <p>3.商務&管理:</p> <ol style="list-style-type: none"> (1) 工作面試 (2) 自信社交 (3) 邀請函 (4) 電話溝通 (5) 求職廣告 (6) 工作實習 (7) 商業書信 (8) 報價及訂貨 (9) 有效的簡報 <p>4.職場:</p> <ol style="list-style-type: none"> (1) 求職 (2) 面試 (3) 新人報到 (4) 電話英語 (5) 商務會議 <p>*除正規課程外，另有自學中心時數及 Live DVD 之使用規定。</p>
英文大綱	<p>English communication for specific purposes course is divided into four major areas.</p> <p>1. Engineering:</p> <p>Topics:</p>

- (1) The Internet world
- (2) Smart Phones
- (3) The computer world
- (4) Nanotechnology
- (5) Gadgets
- (6) Robots

In this course, you will learn the language functions:

- (1) Giving and responding to advice
- (2) Greetings and Self-Introduction
- (3) Asking for and giving opinions
- (4) Understanding and giving instructions
- (5) Giving a successful presentation
- (6) Expressions to encourage the staff

2. Hospitality & Tourism

- (1) Dealing with incoming calls
- (2) Customer information
- (3) Taking reservations
- (4) Dealing with booking enquires
- (5) Correspondence
- (6) Welcoming guests
- (7) Dealing with check-in problems
- (8) Explaining how things work in the hotel room
- (9) Serving drinks
- (10) Food service
- (11) Know your region
- (12) Explaining travel options
- (13) Giving directions
- (14) Meeting customer needs

3. Business & Management

- (1) Job Interviews
- (2) Socializing with Confidence
- (3) Invitation
- (4) Communicating on the Phone
- (5) Job Hunting
- (6) Internship
- (7) Business Writing
- (8) Quotations and orders
- (9) Powerful Presentations

4. Workplace

- (1) Looking for job

	(2) Job interview (3) The First Day of work (4) Telephone Conversations (5) Meetings
教學方式	
評量方法	
指定用書	English at Work 2
參考書籍	
先修科目	(1)此為四技二年級上學期之英語必修課程。 (2)轉學生或復學生如有在他校或本校修習過本課程，可參考教務處網站上之學分抵免要點申請學分抵免。 (3)外語能力課程免修實施要點請於語言中心網站查詢，符合免修標準之學生請至語言中心申請。
教學資源	
注意事項	1. Actively participate in class discussion and group work. 2. Switch off or silence cell phones in class. 3. Only copyrighted edition textbooks can be used in class. 4. 每堂課確實點名，依學校規定，若缺席時數達該課程之 1/3，則無法參加期末考! 5. 隨修生一律比照原班生。 6. 自學中心至少 10 小時；LiveDVD 至少 6 小時
全程外語授課	0
授課語言 1	華語
授課語言 2	英語
輔導考照 1	TOEIC
輔導考照 2	BULATS