

# 南台科技大學 103 學年度第 1 學期課程資訊

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| 課程名稱   | 專業英語溝通(一)(B2)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 課程編碼   | 01D12B0Z                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 系所代碼   | 00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 開課班級   | 四技企管二甲 四技企管二乙 四技行流二甲 四技行流二乙                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 開課教師   | 潘玉美                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 學分     | 2.0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 時數     | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 上課節次地點 | 四 5 6 教室 S315                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 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"> <li>(1) 網路世界</li> <li>(2) 智慧型手機</li> <li>(3) 電腦世界</li> <li>(4) 奈米技術</li> <li>(5) 小機件</li> <li>(6) 機器人</li> </ol> <p>工程領域之英語學習目標：</p> <ol style="list-style-type: none"> <li>(1) 給予及回應建議</li> <li>(2) 問候及自我介紹</li> <li>(3) 徵求及給予意見</li> <li>(4) 了解與下達指令</li> <li>(5) 成功的簡報術</li> <li>(6) 激勵員工的話術</li> </ol>                                                                                                                                                                                                                                                                                        |

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|      | <p>2. 餐飲&amp;旅遊:</p> <ol style="list-style-type: none"> <li>(1) 處理來電</li> <li>(2) 提供客人和飯店有關的各項資訊</li> <li>(3) 接受訂位</li> <li>(4) 處理詢問訂位/訂房的相關事宜</li> <li>(5) 信件往返</li> <li>(6) 迎接客人</li> <li>(7) 處理登記住宿的問題</li> <li>(8) 解釋飯店房間各項設施的使用方法</li> <li>(9) 飲料服務</li> <li>(10) 餐飲服務</li> <li>(11) 了解您所在地區</li> <li>(12) 解釋交通工具的選擇</li> <li>(13) 指示方向</li> <li>(14) 滿足客戶需求</li> </ol> <p>3.商務&amp;管理:</p> <ol style="list-style-type: none"> <li>(1) 工作面試</li> <li>(2) 自信社交</li> <li>(3) 邀請函</li> <li>(4) 電話溝通</li> <li>(5) 求職廣告</li> <li>(6) 工作實習</li> <li>(7) 商業書信</li> <li>(8) 報價及訂貨</li> <li>(9) 有效的簡報</li> </ol> <p>4.職場:</p> <ol style="list-style-type: none"> <li>(1) 求職</li> <li>(2) 面試</li> <li>(3) 新人報到</li> <li>(4) 電話英語</li> <li>(5) 商務會議</li> </ol> <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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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|  | <ul style="list-style-type: none"> <li>(1) The Internet world</li> <li>(2) Smart Phones</li> <li>(3) The computer world</li> <li>(4) Nanotechnology</li> <li>(5) Gadgets</li> <li>(6) Robots</li> </ul> <p>In this course, you will learn the language functions:</p> <ul style="list-style-type: none"> <li>(1) Giving and responding to advice</li> <li>(2) Greetings and Self-Introduction</li> <li>(3) Asking for and giving opinions</li> <li>(4) Understanding and giving instructions</li> <li>(5) Giving a successful presentation</li> <li>(6) Expressions to encourage the staff</li> </ul> <p>2. Hospitality &amp; Tourism</p> <ul style="list-style-type: none"> <li>(1) Dealing with incoming calls</li> <li>(2) Customer information</li> <li>(3) Taking reservations</li> <li>(4) Dealing with booking enquires</li> <li>(5) Correspondence</li> <li>(6) Welcoming guests</li> <li>(7) Dealing with check-in problems</li> <li>(8) Explaining how things work in the hotel room</li> <li>(9) Serving drinks</li> <li>(10) Food service</li> <li>(11) Know your region</li> <li>(12) Explaining travel options</li> <li>(13) Giving directions</li> <li>(14) Meeting customer needs</li> </ul> <p>3. Business &amp; Management</p> <ul style="list-style-type: none"> <li>(1) Job Interviews</li> <li>(2) Socializing with Confidence</li> <li>(3) Invitation</li> <li>(4) Communicating on the Phone</li> <li>(5) Job Hunting</li> <li>(6) Internship</li> <li>(7) Business Writing</li> <li>(8) Quotations and orders</li> <li>(9) Powerful Presentations</li> </ul> <p>4. Workplace</p> <ul style="list-style-type: none"> <li>(1) Looking for job</li> </ul> |
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|        | (2) Job interview<br>(3) The First Day of work<br>(4) Telephone Conversations<br>(5) Meetings                                              |
| 教學方式   |                                                                                                                                            |
| 評量方法   |                                                                                                                                            |
| 指定用書   | Get Ready for International Business A2                                                                                                    |
| 參考書籍   | Teacher's Manual                                                                                                                           |
| 先修科目   | (1)此為四技二年級上學期之英語必修課程。<br>(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。<br>(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   | Go to class on time<br>Prepare each unit before going to this course<br>LiveDVD 影片: One Day(真愛挑日子) 於第十七週與期末聽力測驗同時考<br>能力普測於第十週課堂舉行 成績列入期末考 |
| 全程外語授課 | 0                                                                                                                                          |
| 授課語言 1 | 英語                                                                                                                                         |
| 授課語言 2 | 華語                                                                                                                                         |
| 輔導考照 1 | TOEIC                                                                                                                                      |
| 輔導考照 2 | BULATS                                                                                                                                     |