

## 南台科技大學 103 學年度第 1 學期課程資訊

課程名稱	餐旅職場專業英文
課程編碼	08D01C01
系所代碼	15
開課班級	外國語文
開課教師	倪偉文
學分	2.0
時數	2
上課節次地點	二 5 6 教室 S402
必選修	選修
課程概述	This course provides an introduction to the use of both spoken and written English for the hotel/restaurant industry. It offers students a chance to learn and actually use the type of practical dialogue and written documentation that is both common and often necessary in a variety of situations in the hotel/restaurant industry.
課程目標	
課程大綱	<p>本課程為基礎餐旅英語課程，除課本外，亦會補充課外教材。課程大綱如下：</p> <ol style="list-style-type: none"> <li>1.接待客人</li> <li>2.服務</li> <li>3.客人的要求</li> <li>4.處理問題</li> <li>5.提供協助</li> <li>6.帳單/付費問題</li> <li>7.面試</li> <li>8.行銷</li> <li>9.計畫</li> </ol>
英文大綱	<p>This is a basic level course that will focus on the use of English for the hotel and restaurant industry. In addition to the material provided in the textbook, students will also be required to prepare an oral presentation to introduce the particular services and unique service of a hotel. In addition, there will be a written assignment related to the restaurant field as well. This will not only allow students to gain real practice and experience in using English in a pragmatic fashion, but also, give them the confidence and motivation that they will need in using English while working in the hotel/restaurant field.</p> <p>Therefore, after A brief overview of the course, the focus will turn to:</p> <ol style="list-style-type: none"> <li>1.Receiving guests/customers</li> <li>2.Serving customers</li> </ol>

	3.Customer Requests 4.Handling Problems 5.Providing Assistance 6.Billing and Payment Issues 7.Interviews 8.Marketing/Promotion 9.Planning/Developing
教學方式	
評量方法	
指定用書	Highly Recommended
參考書籍	Reservations Confirmed: English for Hotels and Restaurants ISBN: 978-957-606-440-1
先修科目	*本課程為外籍老師授課
教學資源	
注意事項	
全程外語授課	0
授課語言 1	英語
授課語言 2	
輔導考照 1	
輔導考照 2	