

南臺科技大學 106 學年度第 2 學期課程資訊

課程代碼	M0D15V02
課程中文名稱	進階餐旅英文
課程英文名稱	Advanced Hospitality English
學分數	2.0
必選修	選修
開課班級	四技餐旅二乙
任課教師	許淑如
上課教室(時間)	週二第 1 節(W0502) 週二第 2 節(W0502)
課程時數	2
實習時數	0
授課語言 1	英語
授課語言 2	華語
輔導考照 1	
輔導考照 2	
課程概述	The course is designed for those students taking hospitality English in advanced level. Further development of the English ability will be increased through continuing their speaking, listening and writing practices on daily hospitality operation terms.
先修科目或預備能力	餐旅英文 (一)及餐旅英文 (二)
課程學習目標與核心能力之對應	<p>※編號，中文課程學習目標，英文課程學習目標，對應系指標 -----</p> <p>1.能了解及翻譯基本旅館業的英文對話知識及運用。 , To be able to understand and translate the basic English on daily application in hotel industry. , 3 文字口語表達</p> <p>2.能針對旅館業上的專業知識以適當英文加以應用。 , To be able to recognize and apply the professional English knowledge in hotel daily operation. , 9 基礎餐旅知識</p> <p>3.能解析旅館業的營運方式，將其有效的使用專業的餐旅英文作口語表達。 , To be able to analyses hotels' daily operation and interpret them in professional hospitality English. , 13 外語口語能力</p> <p>4.能有效的應用 MS office 軟體進而呈現專業性的報告及簡報。 , To be able to present standardized reports by using MS office properly. , 14 資訊素養</p>
中文課程大綱	課程內容涵蓋餐旅業的實際描述、處理顧客關係的重要技巧、與餐旅業的相關事實與數據，以漸進式方式提升學生對餐旅業的了解
英/日文課程大綱	The course covers real people conversation in the hospitality industry, key

	interpersonal skills for customer relations and writing formal reports in the field.
課程進度表	<p>Week 1 Introduction and Unit 2 Being friendly and helpful</p> <p>Week 2 Unit 2 When in Rome + Unit 4 Dealing with enquiries</p> <p>Week 3 unit 5 Different ways of travelling + Unit 6 Asking questions</p> <p>Week 4 Unit 7 Taking a booking + Unit 8 The best way to get there</p> <p>Week 5 Unit Quiz + 9 Around the world + Unit 10 Organising a trip</p> <p>Week 6 Unit 11 using the phone + Unit 12 How may I help you?</p> <p>Week 7 Unit 13 Answering enquiries + Unit 14 Taking messages</p> <p>Week 8 Unit 16 Explaining dishes + Unit 17 May I take your order</p> <p>Week 9 Midterm Exam</p> <p>Week 10 Unit 19 Eating habits + Unit 20 Welcome to our restaurant</p> <p>Week 11 Unit 21 Responding to enquiries + Unit 22 Confirming reservations</p> <p>Week 12 Unit 23 Avoiding mistakes + Unit 24 We are very sorry</p> <p>Week 13 Quiz + Unit 25 Reservations + Unit 26 Checking in</p> <p>Week 14 Unit 27 Facilities + Unit 28 Giving information</p> <p>Week 15 Unit 29 The best hotel for you</p> <p>Week 16 Unit 31 How would you like to pay</p> <p>Week 17 Oral test</p> <p>Week 18 Final Exam</p>
教學方式與評量方法	<p>※課程學習目標，教學方式，評量方式</p> <p>-----</p> <p>能了解及翻譯基本旅館業的英文對話知識及運用。 ，課堂講授，口試</p> <p>能針對旅館業上的專業知識以適當英文加以應用。 ，課堂講授，筆試</p> <p>能解析旅館業的營運方式，將其有效的使用專業的餐旅英文作口語表達。 ，課堂講授，口試</p> <p>能有效的應用 MS office 軟體進而呈現專業性的報告及簡報。 ，實作演練，筆試</p>
指定用書	<p>書名：Welcome English for the travel and tourism industry</p> <p>作者：Leo Jones</p> <p>書局：Cambridge University Press</p> <p>年份：2005</p> <p>ISBN：9780521606592</p> <p>版本：1</p>
參考書籍	
教學軟體	
課程規範	<ol style="list-style-type: none"> 1. Be on time to class. 2. No cell phone flipping Unless it is necessary for lessons. 3. Please be active in activities.

