Course Description: Learn to use authentic, conversational English in a hospitality setting. This includes “everyday” interaction with guests and an increased ability to understand and communicate clearly when dealing with foreign customers, business associates, supervisors and coworkers. A range of service situations – front desk, housekeeping, restaurant, bar – will be used for role-playing opportunities.

Students will also learn to write and format correspondence (business and cover letters) and build resumes. Correct use of spelling, grammar, and punctuation is expected, but more emphasis will be put on verbal and nonverbal abilities.

Required text (available online and in bookstore; may be shared by two students): Be My Guest: English for the Hotel Industry, by Frances O’Hara, Cambridge University Press. Other materials will be provided as needed or uploaded to Blackboard.

Course Goals:

1. Speak English more clearly and fluently by increasing conversation and comprehension.
2. Learn words and expressions related to hospitality and use them correctly in conversation.
3. Develop better listening and pronunciation skills through drills, activities, dialogues, and PRACTICE.
4. Learn basic business-writing formats for correspondence and job search.
5. Prepare for your internship by interacting with Americans, having “real-life” opportunities, listening to others, and learning to talk, talk, and talk some more in English!

Student Expectations:

1. Arrive promptly to class. (If you know you’ll need to miss class, email in advance; if unexpected, you are responsible for inquiring about assignments due.)
2. Participate in class activities and discussions.
3. Complete assignments on time, in specified format.
4. Report back on your American classmates, teachers, and homestay families (informally).
5. Have fun and explore San Diego!

Course Grading:
You will be graded against yourself. Does your English speaking and writing improve over the semester? Have you stretched yourself? Other factors: participation, attendance, and, most important, attitude:

⇒ Are you talking or texting during class? ⇒ Do you arrive late or miss deadlines?
⇒ Can you work with your classmates as a team?

Quizzes, short writing assignments, role-plays, and presentations will also contribute to your grade.

TELL ME, I WILL FORGET; INVOLVE ME, I WILL UNDERSTAND. – CONFUCIUS

My classroom, my rules... ;->

TRY NOT TO SPEAK CHINESE IN CLASS (you’re here to practice English, right?)
NO CELL PHONES, LAPTOPS, OR NOTEPADS DURING CLASS (considered a bit rude!)
DON’T TALK WITH YOUR CLASSMATES WHILE OTHERS ARE SPEAKING (considered very rude)