

JHS Syllabus 2017

Year 1st: Senmon-shi Diploma - two-year day-time course in Hotel Management and Operations, Hotel, English, Bridal Course

■ Subject Code : FL101

■ Subject Name : Hotel English Conversation 1

■ Total Contact Hours : 28.8

■ No. of Credits : 1.0 Credits

■ Name of Lecturer : Paul / Joy / Robert

■ Subject Description:

First semester will focus on lessons 1, 2, 6, and 10. These lessons will be specifically useful in the first internship and provide a basic foundation of key units. (Greetings, Polite Expressions, Bell Person, Restaurant English). Second semester will focus on lessons 3, 4, 5, 7, 8, and 9. These lessons will complete the basic requirements covering Hotel and Hospitality service in English. (Thanks & Apology, Numbers, Door Person, Cloakroom, Front Desk, Housekeeping). Job Interview practice will also be introduced.

■ Subject Outcomes:

Upon successful completion of this class, the student should be able to:

1. Understand Basic English vocabulary and grammatical structures so that they can successfully communicate.
2. Use communicative and analytical skills which will enable them to be successful in future courses.
3. Evaluate situations and focus their attention on the speaker's message in order to comprehend and produce a meaningful response.
4. Demonstrate confidence in delivering excellent service and hospitality in English.

■ Class Format:

1. Listening 2. Vocabulary 3. Role Plays 4. Pair & Group Speaking 5. Interviews, Speeches, Presentations



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■ Course Outline:

1. First Class: Welcome to JHS! Nice to meet you. Outline of the course and basic introductions.
2. Unit 1 “Greetings”: Welcoming guests with a warm greeting. “Good morning, Good afternoon, Have a nice day, Welcome back”
3. Unit 1 “Greetings”: Saying goodbye. “Thank you for staying with us. We hope you enjoyed your stay with us”
4. Unit 2 “Polite Expressions”: How to address guests in a polite and formal manner.
5. Unit 2 “Polite Expressions”: Basics of polite conversation structures: May I, Could I, Would you like, etc.
6. Unit 6 “Bell Person”: Escorting the guests to the Front Desk. Essentials of baggage handling and lobby manners.
7. Unit 6 “Bell Person”: Showing the guests to the room. Introducing the hotel. Picking up guests baggage upon checkout.
8. Unit 10 “Restaurant”: Basic Restaurant Service: Taking an order and recommending and introducing menu items.
9. Unit 10 “Restaurant” & Review: Attending to guests’ needs during meals. Ensuring perfect Restaurant service. Dealing with requests. 1st semester review.
10. Exam
11. Unit 3 “Thank You and Apology”: Thanks and appreciation. Replying to thanks.
12. Unit 3 “Thank You and Apology”: Apologizing and expressing regret. Dealing with problems and complaints.
13. Unit 4 “Numbers”: Expressing Time. “What time is it?”
14. Unit 4 “Numbers”: Expressing Money. “How much does it cost?”
15. Unit 5 “Door Person”: Welcoming guests to the hotel and guiding them to the Front Desk.
16. Unit 5 “Door Person”: Giving directions. Street maps. Recommending and giving advice.
17. Interview Practice: Job Interview in English practice.
18. Unit 7 “Cloakroom”: Taking care of guest baggage. Dealing with breakables and valuables.
19. Unit 8 “Front Desk”: Check-In procedures. Welcoming guests and getting them checked in smoothly.
20. Unit 8 “Front Desk”: Check-Out procedures. Settling the bill and thanking guests for their stay.
21. Unit 9 “Housekeeper”: Entering the guest room. Dealing with guest requests.
22. Unit 9 “Housekeeper” & Review: Housekeeping deliveries and guest requests. 2nd semester review.



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■Text Book:

The Japan Education Centre for The Hotel Industry (2015) *Hotel English Conversation*
;The Japan Education Centre for The Hotel Industry

■Evaluation:

1. Class attendance 50%
2. End-of Term Examination 50 %

Total 100 %



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