

71030 JAPANESE IN TOURISM

HOTEL JAPANESE

INSTRUCTOR: Akemi Yasui

COURSE DESCRIPTION

This course is designed for IJ500 and IJ600 students interested in the tourism sector of the Japanese service industry. The aim of the course is for students to acquire the skills required to survive in the Japanese service industry and to be able to use their knowledge both in business settings and in everyday situations. In order to develop the ability to use honorific expressions properly, the focus is on speaking and listening. Also, role-playing and watching videos of actual situations is used to teach the students the “spirit of hospitality” as well as the skills required to deal with problems related to cross-cultural differences. At the end of the course, based on in-class performance, personality, and other factors, selected students are given an opportunity to undertake internship at a hotel. No credits are awarded for the internship, which is limited to about two openings. Please note that auditing is not permitted for this course and this class is taught entirely in Japanese.

COURSE SCHEDULE

1. Introduction
2. Polite expressions (1)
3. Polite expressions (2)
4. Conversation at the bell desk
5. Conversation at the front desk
6. Conversation in the restaurant
7. Mid-term examination
8. Japanese business manners
9. Talking on the telephone
10. Japanese for tour conductors (1)
11. Japanese for tour conductors (2)
12. Presentation (1)
13. Presentation (2)
14. Final examination

TEXTS

Textbook: None

Materials are provided.

ASSESSMENT

Attendance and class participation 20%; Quizzes 15%; Assignments 15%; Mid-term examination 20%; Oral presentation 15%; Final examination 15%