

71030 JAPANESE IN TOURISM

HOTEL JAPANESE

INSTRUCTOR: Akemi Yasui

COURSE DESCRIPTION

This course is designed for IJ600 and IJ700 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. Through role-playing and watching videos, students learn the necessary vocabulary and expressions used in hotels as well as the skills required to deal with problems related to cross-cultural differences. In order to develop the ability to use honorific expressions correctly, the focus is on speaking and listening. At the end of the course, there is an opportunity for a two-week internship at a hotel in Tokyo. This is available to selected students based on in-class performance, personality, and other factors. 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 conductor (1)
11. Japanese for tour conductor (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%