

ABEN 753 - ESL for Hospitality Workers Course Outline

Approval Date: 05/11/2017

Effective Date: 01/31/2018

SECTION A

Unique ID Number CCC000588224

Discipline(s) ESL

Division Noncredit

Subject Area Adult Basic Education

Subject Code ABEN

Course Number 753

Course Title ESL for Hospitality Workers

TOP Code/SAM Code 4930.80 - Second Language Learning / E - Non-Occupational

Rationale for adding this course to the curriculum There are many private hospitality industries and companies in the region that have expressed a need for training staff in order to retain and advance them into entry level positions. Napa Valley's second largest industry is hospitality and serves over 4 million tourists each year. This course is being developed to serve this population and improve customer service skills for the hospitality workforce.

Cross List N/A

Typical Course Weeks 8

Total Instructional Hours

Contact Hours

Lecture 0.00

Lab 0.00

Activity 32.00

Work Experience 0.00

General Education Information:

SECTION C

Course Description

Repeatability May be repeated 99 times

Catalog Description This course is designed for hospitality employees interested in improving basic English skills in the workforce environment. The course will help prepare workers for entry-level jobs and other related positions. The emphasis will be on conversational skills; however, grammar and vocabulary development will also be addressed.

Schedule Description

SECTION D

Condition on Enrollment

1a. Prerequisite(s): *None*

1b. Corequisite(s): *None*

1c. Recommended: *None*

1d. Limitation on Enrollment: *None*

SECTION E

Course Outline Information

1. Student Learning Outcomes:

- A. Engage in basic conversations related to the hospitality environment.
- B. Become familiar with the basic and necessary vocabulary and basic grammar concepts pertaining to hospitality workforce.

2. Course Objectives: Upon completion of this course, the student will be able to:

- A. Express sentences and frequently used expressions related to areas that are of immediate relevance.
- B. Communicate in simple and routine tasks that require a direct exchange of information with guests, managers and co-workers.
- C. Describe in simple terms aspects of his/her background, immediate environment and

P.

4. Methods of Instruction:

Activity: Role play scenarios

Discussion: Small group discussions and pairs

Lecture:

Visiting Lecturers: Guest speakers