



## 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

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**Total Contact Hours** 0.00

**Open Entry/Open Exit** Yes

**Maximum Enrollment**

**Grading Option** Non-credit Course

**Distance Education Mode of Instruction**

### SECTION B

## 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 matters in areas of immediate need.
- D.

##### 3. Course Content

- A. Beginning Level literacy and English pronunciation of alphabet
- B. Vowels
- C. Spelling
- D. Definition of Hospitality
- E. Basic literature related to hospitality careers
- F. Usage of and identification of cognates common in the hospitality environment
- G. Basic vocabulary appropriate for hospitality environment
- H. Directions related to work place
- I. Successful strategies for employees in the hospitality workforce
- J. Numbers-pronunciation and accuracy
- K. Days and months and expressing the date
- L. Introductions and greetings
- M. Seasons and common weather expressions
- N. Introduction of verb "to be"
- O. Object pronouns and statement sentences

P.

#### 4. Methods of Instruction:

**Activity:** Role play scenarios

**Discussion:** Small group discussions and pairs

**Lecture:**

**Visiting Lecturers:** Guest speakers

**5. Methods of Evaluation:** Describe the general types of evaluations for this course and provide at least two, specific examples.

#### Typical classroom assessment techniques

Quizzes --

Papers --

Oral Presentation --

Home Work -- Written Assignments

Non-credit Course

**6. Assignments:** State the general types of assignments for this course under the following categories and provide at least two specific examples for each section.

A. Reading Assignments

B. Writing Assignments

C. Other Assignments

A. Writing and Reading with vocabulary related to the hospitality industry:  
Use of verbs in present tense, object pronouns and statement sentences.

B. Conversation in pairs and small groups:  
Job duties and commonly used phrases when answering the phone and leaving messages clearly.

C. Oral Presentations

#### 7. Required Materials

**A. EXAMPLES of typical college-level textbooks (for degree-applicable courses) or other print materials.**

**B. Other required materials/supplies.**

- Handout materials provided by the instructor

#### 8. CB Codes

**CB04 Credit Status:**

N - Noncredit

**CB08 Basic Skills Status:**

N - Not Basic Skills

**CB10 Course COOP Work Exp-ED:**

NCOOP = Not part of Coop Work Exp

**CB11 Course Classification Status:**

L = Non-enhanced Funding

**CB13 Special Class Status:**

N - Not a Special Class

**CB21 Prior Transfer Level:**

Y - Not applicable

**CB22 Noncredit Category:**

A - English as a Second Language (ESL)

**CB23 Funding Agency Category:**

Y - Not Applicable

**CB24-Program Course Status:**

2 = Stand-alone