

College of Micronesia-FSM
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Course Outline Cover Page

Japanese for Hospitality Management
Course Title

FL 160
Department and Number

Course Description: To help the student develop a conversational Japanese language skill utilizing the phraseology of the Hotel and Restaurant setting. Proper sentence structure as well as situational Japanese language applications Germaine to the Hospitality setting will be covered. Basic Japanese is required for this course.

Course Prepared by: Instructional Division


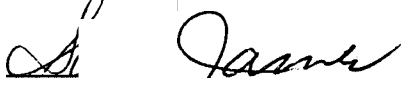
State: Pohnpei Campus

	Hours per Week		No. of Weeks		Total Hours		Semester Credits
Lecture	<u>3</u>	x	<u>16</u>	=	<u>48</u>	=	<u>3</u>
Laboratory	_____	x	_____	=	_____	=	_____
Workshop	_____	x	_____	=	_____	=	_____
Total Semester Credits =							<u>3</u>

Purpose of Course:

Degree Requirement	<u>X</u>
Degree Elective	_____
Certificate Requirement	_____
ESL	_____
Other	_____

Prerequisite Course(s): FL 110.

 Sign	
	<u>12/21/98</u> Date Approved by Committee
<hr/> Signature, Chairperson, Curriculum Committee	<u>12/29/98</u> Date Approved by President
<hr/> Signature, President, COM-FSM	Date Approved by President

HRM 200
Japanese for Hospitality Management

General Objectives:

To help the student develop a conversational Japanese language skill utilizing the phraseology of the Hotel and Restaurant setting. Proper sentence structure as well as situational Japanese language applications germane to the Hospitality setting will be covered. Basic Japanese is required for this course.

Specific Objectives:

The student will be able to:

1. Explain Japanese language structure for the Hotel setting.
2. Recite key exchange phrases for front door service.
3. Recite key phrases for bell hop services.
4. Recite key exchange phrases for front desk operators.
5. Recite key phrases for the reservation operator.
6. Recite key phrases for the information desk operator.
7. Recite key phrases for the room service worker.
8. Recite key phrases for the telephone operator.
9. Understand key restaurant specific terms.
10. Recite welcoming the guest through the host function.
11. Recite key phrases used in table service.
12. Recite key phrases used in food and beverage service.
13. Recite key phrases used in paying a check.
14. Recite key phrases used in dealing with customer complaints.
15. Recite from a list of Food and Beverage and Cooking Style terms.

Course Content:

1. Meeting and assisting at the airport.
2. Language for the concierge (doorman).
3. Language for the bellboy.
4. Language for the Information desk.
5. Language for the Front desk.
6. Language for the Reservation clerk.
7. Language for the service worker.
- 8: Language for the telephone Operator.
9. Language for the Restaurant setting

Textbook:

Japanese Language for HRM by Keiko fuketa. COM-FSM Pohnpei Campus HRM Division.

Methods of Instruction:

Lectures, textbook, handouts and practice speaking sessions.

Evaluation:

Grades will be based on mastery of content as determined through quizzes, mid term exam and final exam. Exams will be written and oral.