

COURSE OUTLINE

Nakhon Pathom Rajabhat University

Faculty of Humanities and Social Sciences

Course: Listening and Speaking Skills in Business 2 (1551161)

Credit: 3 (3-0-6)

Curriculum: Bachelor of Arts Program in Business English

Type of Course: Required

Coordinator: Aj. Nattakrita Boonbongkotrat

Instructor: Aj. Arlene Bobadilla (7079)

Previous Course Required: Listening and Speaking Skills in Business 1

Email: arlene_sc14@yahoo.com

Term/Academic Year: 2/2561

Class: 62/53, 62/54

Course Description:

English listening and speaking skills used in professional and job-related situations, including how to ask for and give information and directions, interviews, reports and dictation; practicing to pronounce strings of words and common problem sounds

Learning Objectives:

After successful completion of the course, students should be able to:

1. improve their fluency, accuracy, and confidence when speaking in job-related situations;
2. expand ability to listen to and understand questions and other information in a variety of professional situations; and
3. increase knowledge of business vocabulary, phrases, and expressions.

Weeks	Topics	Activities	Teaching Materials
1	Introduction of the course Warm-up lesson: Job Interview	Review course outline Life and skills description Interviews: personal details and qualities; skills and qualifications; and duties and benefits Vocabulary, pronunciation, stress and intonation practice	Course syllabus Handouts PowerPoint slides
2	Unit 1: Meeting People	Vocabulary, pronunciation and language practice Listening activity – general and specific information Role play – self and company introductions; starting and finishing up a conversation Culture file - gestures	
3	Unit 2: Telephoning	Vocabulary, pronunciation and language practice Pair work activity – making a call Listening activity – voicemail messages, note taking Role play- taking and leaving messages Culture file – business communication	Handouts Handouts PowerPoint slides
4	Unit 3: Schedules and appointments	Vocabulary, pronunciation and language practice Pair work activity – days, dates and time Role play – making an appointment, rescheduling meeting Culture file – a good time to meet	Handouts Handouts PowerPoint slides
5	Listening Test #1, Speaking Test #1		
6	Unit 4: Company performance	Vocabulary, pronunciation and language practice Pair work activity – figures and graphs Compare product information	Handouts Handouts PowerPoint slides

7	Unit 4: Company performance (continued)	Present information - company's performance	Handouts Handouts PowerPoint slides
8	Midterm Exam		
9	Unit 5: Products and Services	Vocabulary, pronunciation and language practice Pair work activity – information about a product; company activities, services Role play – visiting a client Culture file – living and working abroad	Handouts Handouts PowerPoint slides
10	Unit 6: Talking about decisions	Vocabulary, pronunciation and language practice Pair work activity – cause and effect, business decisions Role play – franchises	Handouts Handouts PowerPoint slides
11	Listening Test #2, Speaking Test #2		
12	Unit 7: Complaints and problems	Vocabulary, pronunciation and language practice Pair work activity – making a complaint, dealing with complaint Role play – hotel problems	Handouts Handouts PowerPoint slides
13	Unit 8: Regulations and advice	Vocabulary, pronunciation and language practice Pair work activity – traveling by plane, flight advice Presentation – company regulations	Handouts Handouts PowerPoint slides
14	Unit 9: Meetings and discussions	Vocabulary, pronunciation and language practice Pair work activity – a company website Role play – company plan Group work - Case study – business decisions	Handouts PowerPoint slides
15	Listening Test #3, Speaking Test #3		
16	Quiz and Revision	Vocabulary quiz Review of lessons	Handouts PowerPoint slides
17	Written Final Exam Speaking Final Exam		

Assessment and Evaluation

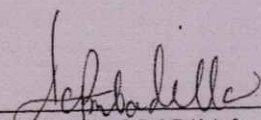
Speaking Tests (3)	30%
Listening Tests (3)	20%
Tasks and Exercises	10%
Final Exams (Listening and Speaking, Written)	30%
Attendance and Participation	10%
	100%

Evaluation Criteria

A	=	80-100
B+	=	75-79
B	=	70-74
C+	=	65-69
C	=	60-64
D+	=	55-59
D	=	50-54
E	=	0-49

Documents and Important Information

- The 3-absence rule (more than 3 absences – no finals) applies to this class. Please note that 3 tardiness (i.e. 'late') will be equivalent to one absence. A student is considered late if he/she arrives 15 minutes after the start of the class.
- In case of absence during major exams (listening tests, final test etc.), inform the teacher ahead of the date of exam. A special exam will be given ONLY if the reason of absence is valid.


 ARLENE BOBADILLA