JHS　Syllabus 2017

Year 2nd: Senmon-shi Diploma - two-year day-time course in Hotel Management and Operations, Hotel, English, Bridal Course

■Subject Code　: FL204

■Subject Name : English Correspondence in the Hotel Industry

■Total Contact Hours : 27.6

■No. of Credits : 1.0 Credits

■Name of Lecturer : Miyuki Eguchi

■Subject Description:

This course is designed to learn the typical format of business English writing in the hotel industry in effective and practical ways, and is aimed at enhancing writing skill for responding to customers' requests, expressing gratitude for their patronage, offering apologies, and so forth.

■Subject Outcomes:

Upon successful completion of FL109, the student should be able to:

1. Learn the format of a business letter applicable to business communication.
2. Understand the foundation of business writing in English.
3. Acquire useful expressions for use in various situations, such as handling complaints from customers, etc.

■Course Outline;

1. Responding to General Inquiries
2. Letters of Confirmation
3. Lost & Found
4. Reserving Turn Down Service
5. Collection Letters
6. Room Rate Notices
7. Responding to Referrals

8. Thank You Letters
9. Banquet Space Inquiries
10. Reservation Inquiries
11. Invitations
12. Special Rate Notices
13. Hotel Facility Descriptions
14. Reservation Changes
15. Guest Medical Requests
16. Repeat Guest Sales Promotion Letters
17. Guest Inquiries
18. Response to Guest Inquiries
19. "Thank you for returning・・・"
20. Apology Letters
21. Hotel Descriptions for T.A.'s.
22. Negotiation Letters

■Text Book:

The Japan Education Centre for The Hotel Industry (2015): *Hotel Correspondence in English:* The Japan Education Centre for The Hotel Industry

■Evaluation:

1. Class attendance 50%
2. End-of Term Examination 50 %

Total 100 %