

授業科目	エアライン英語				実務家教員担当科目	-					
単位	2.	履修	選択	開講年次	3	開講時期	後期				
担当教員	Andrew Zitzmann										
授業概要	<p>This course will look at the use of English in airline related situations. The purpose is to improve your use of English in practical situations. Various airline oriented situations will be presented and examined. These will include reservation, check in, CIQ, boarding, and in flight related situations.</p> <p>All classes will be taught in English. You are expected to use English for all activities.</p>										
授業形態	講義・演習			授業方法	Group work Discussion						
学生が達成すべき行動目標											
標準的レベル	<ol style="list-style-type: none"> 1. Improving your conversational skills in airline related situations 2. Deepening your understanding of other cultures and how to deal with multicultural situations 3. Participating actively in class activities 										
理想的レベル	<ol style="list-style-type: none"> 1. Having a high level of conversational skills in tourism related situations 2. Being deeply aware of cultural differences and situations, and being able to handle such situations smoothly 3. Taking a leading role in class activities 										
評価方法・評価割合											
評価方法	評価割合（数値）				備考						
試験											
小テスト	20%										
レポート											
発表（口頭、プレゼンテーション）	50%										
レポート外の提出物											
その他	30%				active participation						
カリキュラムマップ（該当 DP）・ナンバリング											
DP1	○	DP2	○	DP3	-	DP4	-	DP5	○	ナンバリング	T031617J
学習課題（予習・復習）										1回の学習目安（時間）	
Review the previous classes material and prepare for the next class in a timely manner										4	
授業計画											
第1回	Introduction to the course and expectations										
第2回	Airline companies and alliances: introducing and comparing										
第3回	Airline reservations										
第4回	Giving flight information: changing flights										

第5回	Check in Baggage issues
第6回	Role plays
第7回	Security check
第8回	Boarding gate Plane boarding
第9回	In flight: Service
第10回	In flight: Problems
第11回	Role plays
第12回	Customs, Immigration, and Quarantine
第13回	Role plays: Domestic travel
第14回	Role plays: International travel
第15回	Review and self evaluation
テキスト	English for Tourism Professionals, Reiko Fujita ISBN 978-4-86-312356-4
参考図 書・教材 ／データ ベース・ 雑誌等の 紹介	Will be explained in class when necessary.
課題に対 するフィ ードバッ クの方法	Feedback is ongoing during the activities and after role plays.
学生への メッセー ジ・コメ ント	Prepare for the activities by reviewing the vocabulary introduced previously. Take an active role in the activities. Improving your conversational ability happens with usage. Try using English throughout the activities as if you were communicating with foreign visitors.