

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	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. All classes will be taught in English. You are expected to use English for all activities.										
授業形態	対面授業				授業方法	グループワーク、ディスカッション					
学生が達成すべき行動目標											
標準的 レベル	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	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 回の目安時間（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, National Geographic Learning 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 and completing homework. 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.