



Language Institute

Thammasat University

EL 201 English for Airline Business

Course Outline

Semester 1/2020

Pre-requisite: *EL 172 English Course III*

Course Description: Developing students' communication skills in dealing with matters pertaining to airlines, practicing vocabulary skills and expressions used with the passengers, reading and writing in the context of airline business.

Learning Outcomes:

Upon successful completion of the course, students will be able to:

1. demonstrate a clear understanding of the airline service industry in various aspects
2. communicate effectively using technical terms and useful expressions relative to the airline service industry in form of listening, speaking, reading and writing
3. perform airline business communication tasks appropriately
4. analyze and deal with a variety of situations/difficulties related to airline professions problems

Textbook/Teaching Materials:

Sitthitikul, P. (2019). *English Communication Skills for Airline Business*. SE-Education Public Company Limited, Bangkok.

Active Learning Activities: Pair work; Group work, Discussion, and Presentation

Course Evaluation:

-Attendance and Participation	20 points
-Midterm Examination	60 points
-Final Examination	80 points
-Assignments (<i>see below</i>)	40 points
-Total	200 points

Assignment and final project descriptions:

1. Role play (20 points)	Role play Objectives: <ol style="list-style-type: none"> 1. To practice speaking skills 2. To increase creativity and confidence 3. To practice cooperative learning Task: <ol style="list-style-type: none"> 1. Work in small groups of 2-3 2. Choose a theme/topic from the textbook 3. Prepare a 3-5 minute role play 4. Submit a typed script and present your role play in class 	
2. Final Project: Creative Presentation (20 points)	Creative Presentation Objectives: <ol style="list-style-type: none"> 1. To practice speaking skills 2. To increase creativity and confidence 3. To practice cooperative learning Task: <ol style="list-style-type: none"> 1. Work in groups of 4-5 members 2. Think of a topic of your group's interest. 3. Prepare a 10-minute presentation. 4. Plan your presentation and consult your prospective instructor about it. What to submit and what to do: <ol style="list-style-type: none"> 1. A typed script 2. In class presentation or VDO Clip submission 	

Attendance Policy:

1. Students are required to attend at least 80% of the total class hours.
2. For each incidence of lateness 1 point will be deducted. For each unexcused absence 2 points will be deducted. Attendance scores can be reduced for lack of participation despite physical presence.

Plagiarism Policy:

Students of Thammasat University are required to refrain from any kind of plagiarism, i.e. an act of copying other people's work, such as language, thoughts, or expressions, without crediting the original author(s). Copying any sentences or paragraphs from any sources, e.g. websites, books, etc., and pasting them into students' assignments are thus considered cheating, which will result in a mark of zero for the assignment or even an F grade.

Instructor, Time and Venue:

Sec/Gr	Day	Time	Room	Instructors
320001	Thursday	09.30-12.30	SC 1019	Assoc. Prof. Dr. Pragasit Sitthitikul Email: pragasit@gmail.com

Add/Drop period **August 17 – 21, 2020**Drop “W” period **October 12 – November 15, 2020****Tentative Teaching Schedule:**

Week	Date (Thursday)	Units/ Activities
1	August 13	Course Introduction Unit 1: Overview of Airline and Aviation Industry
2	August 20	Unit 1: Overview of Airline and Aviation Industry
3	August 27	Unit 2: Careers in Airline Business
4	September 3	Unit 2: Careers in Airline Business
5	September 10	Unit 3: Airline Reservation
6	September 17	Unit 3: Airline Reservation
7	September 24	Review (Units 1-3) Assignment due: Role Play (20 points)
Midterm exam week		
8	October 8	Unit 4: At the Airport: Prior to Departure
9	October 15	Unit 4: At the Airport: Prior to Departure
10	October 22	Unit 5: Boarding Passengers
11	October 29	Unit 5: Boarding Passengers
12	November 5	Unit 6: Food and Drinks Services
13	November 12	No class

14	November 19	Unit 6: Food and Drinks Services Review (Units 4-6)
15	November 26	Final project due: Creative Presentation (20 points)
	Final exam week	