



Language Institute

Thammasat University

EL 201 English for Airline Business

Course Outline

Semester 1/2019

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

Assignments and final project descriptions:

1. Role plays (20 points each)	Role play 1 Objectives: <ol style="list-style-type: none"> To practice speaking skills To increase creativity and confidence To practice cooperative learning Task: <ol style="list-style-type: none"> Work in small groups of 2-3 Choose a theme/topic from the textbook Prepare a 3-5 minute role play Submit a typed script and present your role play in class 	10 points
	Role play 2 Objectives: <ol style="list-style-type: none"> To practice speaking skills To increase creativity and confidence To practice cooperative learning Task: <ol style="list-style-type: none"> Work in small groups of 2-3 Choose a theme/topic from the textbook Prepare a 3-5 minute role play Submit a typed script and present your role play in class 	10 points
2. Final Project: Creative Presentation (20 points)	Creative Presentation Objectives: <ol style="list-style-type: none"> To practice speaking skills To increase creativity and confidence To practice cooperative learning Task: <ol style="list-style-type: none"> Work in groups of 4-5 members Think of a topic of your group's interest. Prepare a 10-minute presentation. Plan your presentation and consult your prospective instructor about it. What to submit and what to do: <ol style="list-style-type: none"> A typed script In class presentation or VDO Clip submission 	20 points TOTAL 40 points

Attendance Policy:

- Students are required to attend at least 80% of the total class hours.
- 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.

Instructors, Times and Venues:

Sec/Gr	Day	Time	Room	Instructors
540001	Thursday	13.30-16.30	SC 2-201	Asst. Prof. Dr. Pragasit Sitthitikul

Tentative Teaching Schedule:

Week	Date (Monday)	Units/ Activities
1	15 August 2019	Course Introduction Unit 1: Overview of Airline and Aviation Industry
2	22 August 2019 <i>*22 - 26 August 2019 (Add-Drop Period)</i>	Unit 1: Overview of Airline and Aviation Industry
3	29 August 2019	Unit 2: Careers in Airline Business
4	5 September 2019	Unit 2: Careers in Airline Business
5	12 September 2019	Unit 3: Airline Reservation
6	19 September 2019	Unit 3: Airline Reservation
7	26 September 2019	Review (Units 1-3) Assignment: Role Play 1 (10 points)
	Thursday 3 October 2019	Midterm exam (14.30 – 16.30)
8	10 October 2019	Unit 4: At the Airport: Prior to Departure
9	17 October 2019 <i>* 14 October - 17 November 2019 Drop "W" Period</i>	Unit 4: At the Airport: Prior to Departure

Week	Date (Monday)	Units/ Activities
10	24 October 2019	Unit 5: Boarding Passengers
11	31 October 2019	Unit 5: Boarding Passengers Assignment: Role Play 2 (10 points)
12	7 November 2019	Unit 6: Food and Drinks Services
13	14 November 2019	Unit 6: Food and Drinks Services
14	21 November 2019	Review (Units 4-6) Final project: Creative Presentation (20 points)
15	28 November 2019	Final project: Creative Presentation (20 points)
	Monday 2 December 2019	Final exam (13.00 – 16.00)