



Course Objectives, Student Learning Outcomes, and Promotion Requirements

Interpretation of Achievement Scale Hospitality English Levels 3-6

This course is designed to build English core competencies required for academic and professional use in the field of hospitality and tourism. English for hospitality focuses heavily on improving listening, speaking, reading, and writing skills for both academic and professional purposes. Students will practice using field specific vocabulary and grammar through authentic written and verbal role play while also reading and analyzing field specific texts.

By the end of Hospitality English, students will be able to:

- Use appropriate communicative strategies in oral and written form
- Use modals of politeness, certainty, necessity, and possibility in oral and written form
- Use conditionals in oral and written form
- Use imperatives in oral and written form
- Use comparatives and superlatives in oral and written form
- Use cause and effect discourse markers in oral and written form
- Ask for clarification in oral and written form
- Issue an apology in oral and written form

Hospitality English Objectives:

1. Improve comprehension, vocabulary, grammar, and interactive listening skills with regard to hospitality and tourism:
 - 1.1. Differentiate complaints and concerns
 - 1.2. Identify context appropriate solutions
 - 1.3. Understand hospitality and tourism specific vocabulary
 - 1.4. Listen for commands
 - 1.5. Differentiate between formal and informal English
2. Develop students' abilities in oral communication skills:
 - 2.1. Use modals of politeness
 - 2.2. Use modals of certainty
 - 2.3. Use modals of necessity
 - 2.4. Use modals of possibility
 - 2.5. Use imperatives
 - 2.6. Use conditionals
 - 2.7. Use comparatives and superlatives
 - 2.8. Form basic and complex grammatical structures related to guest service
 - 2.9. Give clear instructions

Course Evaluation

Projects/Presentations (3)	60%
Quizzes (3)	20%
Comprehensive Final Exam	20%



Hospitality English Student Learning Outcomes to Formally Assess:

Students will be able to:

- Use appropriate communicative strategies in oral and written form
- Use modals of politeness, certainty, necessity, and possibility in oral and written form
- Use conditionals in oral and written form
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Grading Scale

SATISFACTORY
S 71 - 100

UNSATISFACTORY
U 0 -70

The student demonstrates level-appropriate English ability that is generally accurate and is characterized by competence in the SLOs listed above.

The student does not demonstrate level-appropriate English ability and is incompetent in the SLOs listed above.

Hospitality English Requirements Passing

1. Students must pass the class with a cumulative grade of C- (71%) or better.