

CONVERSATIONAL SPANISH COURSE OUTLINE

UNIT CODE: CS/001/2016

LECTURER: RENNIE MILLER

QCF LEVEL: B2 (MARCO COMÚN)

CREDIT VALUE: 5

➤ **Aim**

This course seeks to develop the students' linguistic skills in Spanish, rather in an oral fashion to meet the constant demand of Spanish as the language for business and commerce within the region. Priority will be stressed on reading and speaking skills in Spanish up to B2 level according to the European Framework on language acquisition.

➤ **Online Class**

The online unit or class will be used for students who are unable to meet face to face for classes. The class run from 8:00 PM- 9:00 PM on a Tuesday. Materials will be post on Uber Conference and or Skype where students can access relevant information.

➤ **In class Teaching/Face to Face Teaching**

The in class teaching or face to face teaching, will focus on developing ones reading and comprehension skill in Spanish based on Core Courses now undertaken by the students. Students are advised that participation in class discussions will contribute to 5% of their final grade for this course.

UNIT ONE

Customer Service- Servicio al Cliente

On successful completion of this unit students will be able to:

1. Take order on the phone from customers
2. Make reservation for customers
3. Ask how may help someone in a hotel, on an airline, at the airport
4. Identify formal and informal speech
5. Engage in dialogue and role play
6. How manager will train workers to deal with clients or customers

7. State that a flight is cancelled, delay, how to make public announcement at an airport, where to claim luggage and make declaration.
8. Give instructions on an aircraft as it relates to safety, filling out immigration form, dealing with customer at immigration

Assignment 1- 20 marks (Due June 4, 2016)

Students will work in group of four to present or role-play a scene on one of the following topics:

1. Welcoming visitors to your hotel, showing courtesy towards the visitor etc.
2. Making public announcements at the airport to assist Spanish speaking travellers.
3. Making a reservation over the telephone.
4. Dramatizing a scene on an airline where safety tips are given to travellers and help is given to fill out immigration form, where luggage should be placed etc.

Mark Rubric- Oral Presentation

Evidence of collaboration- 2 marks

Creativity- 3 marks

Pronunciation- 5

Presentation- 5

Total marks- 15

The hardcopy of your presentation will amount for the remaining 5 %.

UNIT TWO

Operation Management- Gestión de Operación

On successful completion of this unit students will be able to:

1. Talk about depreciation and or devaluation of currency
2. Tell the benefit(s) and disadvantage(s) of devaluation
3. Deepen their vocabulary repertoire on terminologies used in operation management.
4. Deepen their reading and speaking skills in Spanish
5. Talk about the logistic hub in Jamaica
6. Tell what the logistic hub is about
7. Identify key features of the logistic hub within the region

Assignment 1- 20 marks (Due June 25, 2016)

Work in group of four to present a paper on one the following topic based on Operation Management:

- (a) Proposed Chinese logistic hub in the Goat Island
- (b) Mining in the cockpit country
- (c) Change of distribution in goods and services in Jamaica
- (d) Trade Unions in Jamaica and impact on the labour force
- (e) Industrial Dispute Tribunal
- (f) Voluntary Layoff

Students will choose any of the topics listed above to present an oral finding in Spanish. The oral aspect will 15 marks and the presentation of project the other 5 marks.

The oral presentation should be focused on the following questions:

1. Aim and or purpose of each topic to investors both locally and internationally and workers
2. Disadvantage to workers/country/ employers etc. where applicable
3. Pertinent background information about each topic listed above
4. Intonation and pronunciation of group members

Mark Rubric- Oral Presentation

Evidence of research and collaboration- 2 marks

Creativity- 3 marks

Pronunciation- 5

Presentation- 5

Total marks- 15

Project should include information about the topic that the group will present on, images where applicable and bibliography using the Harvard Referencing Style. Google translator can assist but use www.wordreference.com and www.rae.es can also be used to check if your grammar is correct.

UNIT THREE

Small Business Operation- Operación de la Empresa Pequeña

On successful completion of this unit students will be able to:

1. Talk about Small Business Operation in Spanish
2. List the organization within Jamaica that support SBOs
3. Deepen their vocabulary repertoire on terminologies used in SBO
4. Deepen their reading and speaking skills in Spanish

Assignment 3- 20 marks (Due July 9, 2016)

Students will work in group of four to present an advertisement on a launch of a Small Business Operation which will be published in La Prensa Española. The advertisement should be done orally whether it's by a video presentation, PowerPoint presentation, WhatsApp, Facebook etc.

The oral presentation should be focused on the following pointers:

1. The aim of the advertisement
2. The date, time and venue of the launch
3. Cost to enter the launch or registration
4. Gate price
5. Guest presenter
6. How one can obtain more information about the launch

Mark Rubric- Oral Presentation

Evidence of collaboration- 2 marks

Creativity- 3 marks

Pronunciation- 5

Presentation- 5

Total marks- 15

Presentation of pamphlets, brochures, posters etc. will make up for the remaining 5 marks.

UNIT FOUR

Human Resource Management - Gestión de Recurso Humano

On successful completion of this unit students will be able to:

Talk about topical issues that relate to Human Resource Management in Spanish such as:

1. Identify jobs within the Aviation and Hospitality Industry such as Flight Attendant, Pilot, Hospitality Executive Chef, Bar Attendant, Front Desk Worker, Baggage or Cabin Crew, Cleaner, Dispatcher, Customer Service Representative, Air Craft Mechanics etc.
2. Prepare adequately for interviewing for a job
3. Ask about working condition(s), remuneration, staffing recruitment, training, induction and advertisement to attract skill and competent worker.
4. Deepen their vocabulary repertoire on terminologies
5. Deepen their reading and speaking skills in Spanish

Assignment 2- 20 marks (Due July 23, 2016)

Students will work in group of four to present an oral display on any of the topics below:

1. Dramatize a scene at the airport where you would like to file a complaint or make a cancellation and or change to your booking or ticket.
2. Dramatize a scene on a prominent aircraft where the pilot and Cabin Crew interact with the passengers on a flight about a difficulty that they are facing.
3. Plan workshop where issues relating to remuneration, working condition(s) and induction are addressed.
4. Dramatize an orientation session or training for new recruits on the job.

Mark Rubric- Oral Presentation

Evidence of collaboration- 2 marks

Creativity- 3 marks

Pronunciation- 5

Presentation- 5

Total marks- 15

Presentation in a written form will make up the remaining 5 %. Ensure that you cite your source using the Harvard Referencing Style.

NB//: Course Work amounts to 80 % of your overall grade and the remaining 20 % accounts for your examination. A formal date will be given to the candidates when they will do their examination.

The Final Examination will be comprised of Multiple Choice Questions from all Four Units inclusive of Situation Responses.