# 朝陽科技大學 096學年度第1學期教學大綱
# Etiquette on Service industry and Morality of Work 服務禮儀與職業倫理

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| 當期課號 | 3299 | Course Number | 3299 |
| 授課教師 | 左如芝 | Instructor | TSO,JU CHIH |
| 中文課名 | 服務禮儀與職業倫理 | Course Name | Etiquette on Service industry and Morality of Work |
| 開課單位 | 休閒事業管理系(二進)三A | Department | |
| 修習別 | 必修 | Required/Elective | Required |
| 學分數 | 3 | Credits | 3 |
| 課程目標 | 課程內容將介紹生活禮儀、工作禮儀到國際禮儀應用的認識與態度，培養學生對個人、職場到國際間禮儀的正確認知，並藉由實際的練習，增強學生的應用技巧。 | Objectives | This course is designed to introduce students the proper attitude and knowledge of life, working and international etiquette. The aim is to assist students cultivating correct senses on personal, occupational and international etiquette, and to enhance their practical skills by keeping practicing in the class. |
| 教材 | 1.自編講義<br>2.禮儀實務，作者：林雨萩，出版：華立圖書<br>3.專業風采，作者：Susan Bixler，出版社：天下文化<br>4.商業社交禮儀，作者：Letitia Baldrige，出版：智庫文化<br>5.國際禮儀，作者：朱立安，出版社：揚智 | Teaching Materials | 1.Materials prepared by self<br>2.Etiquette Practice<br>3.Professional Presence<br>4.New Complete Guide to Executive Manners<br>5.The Etiquettes for Everybody |
| 成績評量方式 | 1.平時考核(出席率、隨堂作業、課堂活動參與)30%<br>2.分組報告30%<br>3.期末心得報告30%<br>5.上課服裝儀容10% | Grading | 1.On-site evaluations (including attendance, assignment, joining with the class) 30%<br>2.Teamwork report 30%<br>3.Individual report 30%<br>4.Outfit of the dressing in class 10% |
| 教師網頁 | | | |
| 教學內容 | 1.了解職業倫理並熟悉服務禮儀之技巧以助生活及工作之適切表現。<br>2.透過學習活動，了解服務禮儀及職場倫理互動的因素，進而增加個人專業能力。<br>3.分組模擬情境，著重角色扮演及實際演練，注重演練過程及回饋修正。 | Syllabus | 1.Understanding the occupation ethics and being familiar with etiquettes for the proper performances on life and work.<br>2. Through learning activity to acquire the interactive factors of the service etiquette and occupation ethics.<br>3. By teamwork's role play , students can experience the real situation and adjust themselves's understanding and performances. |

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