

朝陽科技大學 097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

當期課號	3227	Course Number	3227
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 2.禮儀實務，作者：林雨萩，出版：華立圖書 3.新eQ 成功，從禮{etiquette}開始 4.常識的世界地圖，21世紀研究會，時報出版 5.SQ：I-You 共融的社會智能，丹尼爾高曼，時報出版	Teaching Materials	1.Materials prepared by self 2.Etiquette Practice 3.New eQ, Success, starting from {etiquette} 4.The knowledge in world map 5.SQ：I-You
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% 2.期中考試 30% 3.分組報告20% 4.期末心得報告20%	Grading	1.On-site evaluations (including attendance, assignment, joining with the class) 30% 2.Mid-term test 30% 2.Teamwork report 20% 3.Final individual report 20%
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。 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。 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. 2. Through learning activity to acquire the interactive factors of the service etiquette and occupation ethics. 3. By teamwork's role play, students can experience the real situation and adjust themselves's understanding and performances.

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