

朝陽科技大學 099學年度第2學期教學大綱
Leisure management and practice 休閒管理與實務

當期課號	3449	Course Number	3449
授課教師	游曙吏	Instructor	YU,SHU LI
中文課名	休閒管理與實務	Course Name	Leisure management and practice
開課單位	應用外語系(二進)三A	Department	
修習別	選修	Required/Elective	Elective
學分數	2	Credits	2
課程目標	這門課是爲了讓學生了解休閒管理的入門與應用。	Objectives	The objective of this course is to provide the introduction and application of leisure management.
教材	Trish Stott & Alison Pohl . (2010) Highly Recommended 2 - English for the hotel and catering industry. Locaion: Oxford.	Teaching Materials	Trish Stott & Alison Pohl . (2010) Highly Recommended 2 - English for the hotel and catering industry. Locaion: Oxford.
成績評量方式	小考 10% 期中 45% 期末 45%	Grading	Quiz 10% Mid term 45% Final 45%
教師網頁	-		
教學內容	2/19 Unit 1 Dealing with incoming calls 2/26 Unit 2 Customer information 3/5 Unit 3 Taking reservations 3/12 Unit 4 Dealing with booking enquiries 3/19 Unit 5 Correspondence 3/26 Unit 6 Welcoming guests 4/2 Unit 7 Dealing with check-in problems 4/9 Unit 8 Explaining how things work in the hotel room 4/16 Mid term 4/23 Unit 9 Serving drinks 4/30 Unit 10 Food service 5/7 Unit 11 Know your region 5/14 Unit 12 Explaining travel options 5/21 Unit 13 Giving directions 5/28 Unit 14 Meeting customer needs 6/4 Unit 15 Complaints and apologies 6/11 Unit 16 Mistakes and problems 6/18 Final	Syllabus	2/19 Unit 1 Dealing with incoming calls 2/26 Unit 2 Customer information 3/5 Unit 3 Taking reservations 3/12 Unit 4 Dealing with booking enquiries 3/19 Unit 5 Correspondence 3/26 Unit 6 Welcoming guests 4/2 Unit 7 Dealing with check-in problems 4/9 Unit 8 Explaining how things work in the hotel room 4/16 Mid term 4/23 Unit 9 Serving drinks 4/30 Unit 10 Food service 5/7 Unit 11 Know your region 5/14 Unit 12 Explaining travel options 5/21 Unit 13 Giving directions 5/28 Unit 14 Meeting customer needs 6/4 Unit 15 Complaints and apologies 6/11 Unit 16 Mistakes and problems 6/18 Final

尊重智慧財產權，請勿非法影印。