## Course Syllabus
## GEN59-114 English Communications in the Workplace

## Lecturers

| | | |
|---|---|---|
| Aj. Phitsinee Koad | Office: C1-247, Tel. 2655 | E-mail: honey.koad@gmail.com |
| Dr. Wararat Whanchit | Office: C1-148, Tel. 2018 | E-mail: wwararat@wu.ac.th |

## Course Description

Development of all English skills to the work level by practicing English that is essential in the workplace--job applications both by letter and email, telephoning, appointments, memos, proposal presentations, meetings with customers, meetings and discussion; synthesis of useful grammatical structures and vocabulary essential for effective communication.

## Learning Objectives

1. The students will be able to give clear and sufficient information or description of a person, a place, and a subject of the talk.
2. The students will be able to respond to requests, complaints, and other correspondences via email or phone with the international manner.
3. The students will be able to relate and apply the learned skills and knowledge to the real life.

## Tentative Assessments

| | | |
|---|---|---|
| A. Two Projects (15 points each) | | 30 % |
| B. Lab: English Discovery | | 20 % |
| C. Class Participation | | 5 % |
| D. Self-studies on WU mLearning | | 5 % |
| E. Final examination | | 40 % |
| | Total | 100 % |

## Tentative Grading Policy

1. The grading will be the fix-rate.

| | | |
|---|---|---|
| A 80.00 --> | C+ 65.00 – 69.99 | D 50.00 – 54.99 |
| B+ 75.00 – 79.99 | C 60.00 – 64.99 | F 0.00 – 49.99 |
| B 70.00 – 74.99 | D+ 55.00 – 59.99 | |

Or other policy as the General Education Board agrees.

2. If students miss any of the assessments component above (A, B, C, D, E), he or she would automatically get an F.
3. The students who must be absent from the final examination must inform the course coordinator in advance or by the examination day and provide the evidence of his/her absence (e.g. medical certification) as soon as possible. You can contact the course coordinators by yourself (via meeting face-to-face or email) or ask your friend or family member to do so.

## Textbook

Shearn, R., Ferris, A., & Tackett, G. (2012). *English for Career.* Cengage Learning.

Tentative Schedule for lectures and class activities

| Week | Unit | Learning Outcome | Major Activity | Homework | Skill Emphasized |
|---|---|---|---|---|---|
| 1 | 1 | Able to describe the nature of a particular job | Talking about a dream job | - | Speaking |
| 2* | 2 | Able to write a clear and concise CV for the wanted job | Job Hunts & Writing CV | CV | Reading & Writing |
| 3 | 3 & 4 | Able to give the correct information for the job applications | Application Form & Cover Letter | Interview Q & A | Reading & Writing |
| 4 | 4 (Cont.) | Able to answer questions relating to work | Mock Job Interview | - | Listening & Speaking |
| 5 | 5, 6 | Able to write a concise and polite email / memos | Writing Emails & Memos | Writing Email | Reading & Writing |
| 6 | - | - | **Office Life Role-play (15 points)**\*\* | - | All Skills |
| 7* | 7 | Able to summarize the major points of the message | Receive phone & Taking Messages | - | Listening & Writing |
| 8 | 8 | Able to make, accept, decline, and postpone appointments | Making Appointments for Meetings | - | Listening & Speaking |
| 9 | 9 | Able to give a brief information on a particular topic | Prepare Meeting Agenda | - | Reading & Writing |
| 10 | 10 | Able to politely share feelings and opinions | Practice Discussion | Short Presentation | Listening & Speaking |
| 11 | 11, 12 | Able to summarize the major points of the message | Presentation & discussion | Discussion Summary | All Skills |
| 12 | - | - | **Mock Meeting (15 points)**\*\*\* | - | All Skills |

\* Send group members' name to the lecturer

\*\* The scenario for the Office Life Role-play must include (1) job interview, (2) making requests and (3) writing memos.

\*\*\* The Mock Meeting must include (1) at least one short presentation and (2) discussion (support, oppose, and negotiate).

**M-learning**

      Every student enrolled ENG-108, ENG-109, ENG-110 and GEN59-114 must access the university mLearning through the following steps to do quizzes and update news and announce.

1. Go to http://mlearning.wu.ac.th/moodle145/
2. Log in with the university email's username and password
3. Click on "ศึกษาทั่วไป : General Basic"
4. Click on "ENG-108, ENG-109, ENG-110 และ GEN59-114 เทอม 3/2559"
5. Follow the system

# Office Life Role-play Evaluation Form

| Student ID | Name | Tel. |
|---|---|---|
| 1. | | |
| 2. | | |
| 3. | | |
| 4. | | |
| 5. | | |

\* The students who must be <u>absent from the presentation</u> must inform the lecturer in advance or by the present day and <u>provide the evidence</u> of his/her absence (e.g. medical certificate) as soon as possible or else <u>he/she would get zero</u>.

**Direction:** The quality in each item will be assessed from a group overall performance.

1 = Very Poor, 2 = Poor, 3 = Fair, 4 = Good, 5 = Very Good

| Quality Assessed | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| **Content** <br> Cover all required conditions: job interview, making requests, and writing memo | | | | | |
| **Language** <br> Use language appropriate to the situation and relevant to the topic | | | | | |
| **Ability in using English** <br> Able to speak English naturally | | | | | |
| **Presence** <br> Express proper body language, eye contact, and movement | | | | | |
| **Team work & preparation** <br> Clear indication of preparation and rehearsal | | | | | |
| **Overall quality** | | | | | |
| Total <br> **(Preferably a round number)** | ( /30) * 15 <br> = | | | | |

**Note:**

........................................................................................................................................................

........................................................................................................................................................

........................................................................................................................................................

........................................................................................................................................................

# Mock Meeting Evaluation Form

| Student ID | Name | Tel. |
|---|---|---|
| 1. | | |
| 2. | | |
| 3. | | |
| 4. | | |
| 5. | | |

\* The students who must be <u>absent from the presentation</u> must inform the lecturer in advance or by the present day and <u>provide the evidence</u> of his/her absence (e.g. medical certificate) as soon as possible or else <u>he/she would get zero</u>.

**Direction:** The quality in each item will be assessed from a group overall performance.

1 = Very Poor, 2 = Poor, 3 = Fair, 4 = Good, 5 = Very Good

| Quality Assessed | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| **Content**<br>Cover all required conditions: presentation, discussion: support, oppose, negotiate | | | | | |
| **Language**<br>Use language appropriate to the situation and relevant to the topic | | | | | |
| **Ability in using English**<br>Able to speak English naturally | | | | | |
| **Presence**<br>Express proper body language, eye contact, and movement | | | | | |
| **Team work & preparation**<br>Clear indication of preparation and rehearsal | | | | | |
| **Overall quality** | | | | | |
| Total<br>(Preferably a round number) | (_____/30) * 15<br>= _____ | | | | |

**Note:**

.......................................................................................................................................................................

.......................................................................................................................................................................

.......................................................................................................................................................................

.......................................................................................................................................................................