University of Puerto Rico at Humacao
English Department

Course Syllabus

I.  Title: Conversational English for Office Personnel

II. Codification: INCO 2015

III. Credit Hours: Three credits/ 45 hrs. per semester/ 3 credits for professor

IV. Pre-requisites: INCO 1012 or INGL 3102

V. Course Description: A course in conversational English especially tailored to the experiences of office personnel. Business vocabulary and idiomatic expressions will be acquired from reading, oral interaction and simulations of real-life routine office situations.

VI. Course Objectives: Conversational English aims to:

A. help students acquire new business terminology.

B. familiarize students with the different office situations in which they will be expected to communicate in English.

C. bring the passive, inactive vocabulary the students have acquired through reading or listening into oral use.

D. develop the students’ listening and speaking skills.

E. build the students’ confidence in their ability to use English as an effective tool of communication.

F. promote the students’ skill in producing spontaneous conversation within the realm of office situations.

G. enable the student to transfer vocabulary learned in one context for use in others.

VII. Content Outline and Distribution:

- Office Equipment and Supplies 4 hrs
- Receiving Visitors and Public Relations 11 hrs
  * Courtesy Words and Phrases (2 hr)
* Managing non-Spanish speaking visitors- the language barrier (1 hr).
* Idiomatic Expressions (2 hrs)
* Pronunciation of words (1 hr)
* Numbers/ dates/ time/ the alphabet (2 hrs)
* Greeting visitors (1 hr)
* Uncooperative visitors (1 hr)
* A tour company facilities (1 hr)

- **Evaluation #1: Role Play** 2 hrs
  Telephone Conversations 8 hrs
  * Incoming calls (4 hrs)
    > Providing Identification
    > Screening calls
    > Taking messages for unavailable executive.
    > Transferring calls
    > Obtaining information
  * Outgoing calls (4 hrs)
    > Making local calls
    > Placing long-distance calls
    > Time zones
    > Telephone alphabet
    > Modern telephone extras (Call waiting, conference calls, etc.)

- **Evaluation #2: Role Play** 2 hrs
- **Travel Arrangements** 8 hrs
  * Planning Business Trip (2 hrs)
  * Air travel (2 hrs)
    > Classes of flight
    > Flight Information
    > International Travel
  * Making Hotel Reservations (2 hrs)
  * Using rental cars and other forms of ground transportation (2 hrs)

- **Evaluation #3: Role Play** 2 hrs
- **Job Campaings** 4 hrs
  * Job Hunting (1 hrs)
  * Resumes and interviews (3 hrs)

- **Evaluation #4: Job Interview** 4 hrs

**VIII. Instructional Strategies:**
- Demonstration
- Role-playing
- Cooperative groups
IX. Resources:

- Course Manual
- Tape player/recorder
- TV with DVD

X. Evaluation Strategies:

The students will be evaluated by means of:

- Role playing
- Quizzes
- Presentations
- Participation

XI. Grading System

A = 100-90 points
B = 89-80 points
C = 79-70 points
D = 69-60 points
F = 59-0 points

XII. Bibliography


UPR-Humacao complies with ADA (Americans with Disabilities Act) and Law 51 (Integrated Educational Resources for Persons with Disabilities) to guarantee equal access to education and services. Students with disabilities should inform the professor of the course about special needs and/or reasonable accommodations for the course on the student information card filled out during the first week of classes. He/she should also visit the Services for Students with Disabilities Office. **Strict confidentiality will be maintained.**