University of Puerto Rico at Humacao  
English Department  

Course Syllabus

I. Title: Conversational English for Office Personnel

II. Codification: INCO 4050

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

IV. Pre-requisites: INCO 3005- 3006

V. Course Description: This is a required course for students of Office Systems Administration. It is designed to develop the students’ oral communication skills to the level of that of an administrative assistant. Appropriate business vocabulary and idiomatic expressions used in the office will be acquired through readings, oral interaction and activities simulating realistic situations by the secretary. Special practice will be given to common phrases used frequently in conversation within the context of the office.

VI. Course Objectives:  Conversational English for Office Professionals aims to:

A. help students broaden their professional vocabulary by acquiring new business terminology.

B. provide intensive practice with the different office situations in which they will be expected to communicate in English.

C. develop the students’ listening and speaking skills.

D. increase the students’ willingness to use English as a means of communication within the realm of office situations.

E. enable the students to transfer vocabulary learned in one context for use in others.

VII. Content Outline and Distribution:

- Office Equipment and Supplies 3 hrs
- Receiving Visitors and Public Relations 8 hrs
- Representing the Company 6 hrs
- Organizing a Business Conference 9 hrs
- Telephone Conversations 6 hrs
- Travel Arrangements 4 hrs
- Job Campaigns 4 hrs
VIII. Instructional Strategies:

- Demonstrations
- Role-plays
- 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.**