



Course Syllabus

Kasetsart University Supanburi Project Campus

1. Hotel and Tourism Management Department

2. 03754374 English for Airline Business 3 Credit

3. Course Description

The course aims to develop the usage of English in the airlines industry. It will provide the students with appropriate and proficient skills in the four communicative skills – listening, speaking, reading and writing related to airlines business. They will learn the vocabulary used in the airline industry as well as be able to communicate with passengers using the English language. The course also provides the students with information regarding procedures and terminology used as well as to be able to respond accurately and appropriate to different flight needs.

Four skills integration; emphasizing on listening, speaking, reading, writing. Vocabulary and idioms in airline business: making reservation, checking-in, making announcement, dealing with passenger problem and in-flight services.

Course Behavior Objective

At the end of the semester the students are expected to:

- Perform general tasks related to the airline industry.
- Perform business communication task related to the airline industry
- Understand and communicate using the English language with passengers and personnel in the airline industry.
- Understand Airline industry-related information processing and reformulation
- Communicate effectively using appropriate vocabulary in form of writing, speaking, listening and reading.

4. Course Outline

Chapter 1 Making Reservations / Looking up flight times

Chapter 2 Airport Announcements /Check-in and Departure

Chapter 3 Arrival / In-flight Services

Chapter 4 About the Crew / Crew Duties

Chapter 5 Boarding / Safety and Emergency Procedures

Chapter 6 Food and Beverage Services / In-flight Entertainment

Chapter 7 Handling Passengers' Questions about the aircraft and the destination / Responses to some more passengers' Request, Comments and Problems

Chapter 8 In-flight Announcement / Landing and disembarkation

UNIT	ACTIVITIES	Date
<p>Chapter 1</p> <p>Making Reservations</p> <p>Looking up flight times</p>	<ul style="list-style-type: none"> - Listening for specific information. - Describing information on an air ticket. - Reading an air ticket. - Reading for specific information. - Asking for and giving information about flights. 	<p>9-16/12/62</p>

<p>Chapter 2</p> <p>Airport</p> <p>Announcements</p> <p>Check-in and Departure</p>	<ul style="list-style-type: none"> - Listening for specific information. - Writing an air ticket. - Writing a boarding pass. - Making departure announcement. - Asking for and giving information about check-in counter, departure time and gate. - Listening for specific information. - Reading about check in halls, and departure lounges. -Asking for and giving information about location of service counters. - Describing pictures. - Filling in departure card. 	23-30/12/62
<p>Chapter 3</p> <p>Arrival</p>	<ul style="list-style-type: none"> - Reading about the Arrival Hall at Suvannaphum Airport. -Asking for and giving information about the information in the Arrival form. - Picture discussion. 	6-13-20/1/63

<p>Chapter 4</p> <p>About the Crew</p> <p>Crew Duties</p>	<ul style="list-style-type: none"> - Reading about the flight crew, pre-flight briefing. -Picture discussion. - Listening for specific information. - Reading about crew duties. - Asking for and giving information about safety equipment, and pre-flight checklist. 	3-17/2/63
<p>Chapter 5</p> <p>Boarding</p> <p>Safety and Emergency Procedures</p>	<ul style="list-style-type: none"> -Listening for specific information. - Practice departure lounge announcement, welcoming passengers, and pre-flight announcement. - Reading about seat allocation. - Writing about the use of oxygen mask. - Reading about safety procedures before takeoff and landing, life vest demonstration, ramp duties and takeoff procedures. - Listening for specific information. - Writing about life vest demonstration. - Picture discussion 	24/2/63-2/3/63

<p>Chapter 6</p> <p>Food and Beverage Services</p> <p>In-flight Entertainment</p>	<ul style="list-style-type: none"> - Reading about meals served on board and equipment. - Listening for specific information. - Practice offering choices of food to passengers. - Talking about choices of beverage. - Writing sentences to describe pictures. 	9/3/63
<p>Chapter 7</p> <p>Handling Passengers' Questions about the aircraft and the destination</p> <p>Responses to some more passengers' Request, Comments and Problems</p>	<ul style="list-style-type: none"> - Reading about general aircraft information aeroplane noises and navigation. - Practice asking model questions and answering model answers, giving advice. - Listening for specific information. - Picture discussion. -Reading about in-flight safety. - Asking and answering questions about time differences. 	16/3/63
<p>Chapter 8</p> <p>In-flight Announcement</p> <p>Landing and disembarkation</p>	<ul style="list-style-type: none"> - Listening for specific information. - Reading about delays, punctuality and onward flights. - Making announcements for a delayed take off, aborted departure, turbulence and diversion of flight. -Filling in an arrival card - Asking for and giving information in the arrival 	23/3/63

	card - Making a descent announcement, a final approach announcement and a transit stop announcement. -Reading about procedures after passengers' disembarkation and a transit stop.	
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5. Point

Test

- Midterm Test	15 %
- Final Test	15 %
- activity in class	60 %

Inclass

10 %

Total

100 %

A	80-100 %	C	60-64 %
B+	75-79 %	D+	55-59 %
B	70-74 %	D	50-54 %
C+	65-69 %	F	0-49 %

6. BookReview

1. **English in Airline Business** ISBN 978-974-03-2734-9 by: Lertportn Parasakul Chulalongkorn University Press

2. **English for Cabin Crew** ISBN 978-0-19-457957-5 by: Sue Ellis Lewis Lansford Oxford Business English

7. Lecturer

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