

UNIVERSITY OF NORTH TEXAS
Department of World Languages, Literatures and Cultures

SPAN 3530 - SPRING 2017
Spanish for Hotel and Restaurant Management
Section 1 – MWF – 11:00 - 11:50 a.m., Lang. 113

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Office: MWF 10:00–10:50 a.m.

Tertulia - Mon. 1:00-1:50-LANG 410

Tutorial - TBA

DISABILITY ACCOMMODATION STATEMENT

The University of North Texas makes reasonable academic accommodation for students with disabilities. Students seeking reasonable accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide you with a reasonable accommodation letter to be delivered to faculty to begin a private discussion regarding your specific needs in a course. You may request reasonable accommodations at any time, however, ODA notices of reasonable accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of reasonable accommodation for every semester and must meet with each faculty member prior to implementation in each class. Students are strongly encouraged to deliver letters of reasonable accommodation during faculty office hours or by appointment. Faculty members have the authority to ask students to discuss such letters during their designated office hours to protect the privacy of the student. For additional information see the Office of Disability Accommodation website at <http://www.unt.edu/oda>. You may also contact them by phone at [940.565.4323](tel:940.565.4323). Thank you.

COURSE DESCRIPTION AND OBJECTIVES:

This course will provide students of Spanish as well as hospitality students with skills relevant to the study of hotel and restaurant industry. The main goal is to develop and improve the ability of hospitality students to speak and communicate correctly in Spanish on the job. The course offers specialized vocabulary useful for engaging in situational conversations in hospitality operations such as restaurant, kitchen, housekeeping, engineering and human resources. It also provides a college-level framework knowledge for learning grammar.

At the end of the course a student is expected to:

- know hospitality and restaurant operations and protocol
- research cultural aspects related to hospitality and restaurant management in Spanish speaking countries.
- know and understand basic hospitality Spanish.
- communicate in Spanish with hospitality employees.
- improve pronunciation of Spanish words.
- give instructions in Spanish to employees about hospitality-related tasks.

- use vocabulary in the areas of restaurant, kitchen, engineering, housekeeping and human resources.
- interview Spanish-speaking applicants for hospitality jobs.
- Greet employees, introduce him/herself and communicate using basic expressions, such as introductions, colors, numbers, courtesies, farewells, time and dates.

PRE-REQUISITES: Spanish 2050 or equivalent.

REQUIRED COURSE MATERIALS AND TEXTS:

- **Lesson plan, assignments, and some class material will be posted on Blackboard.** For that reason, students are responsible for checking the class Blackboard site on regular basis for assignments and announcements.
- There is no required text for this course but students may wish to secure a used copy of the now out-of-print *Conversational Spanish Grammar for the Hospitality Classroom*. Matt A. Casado; Wiley Publishing, 2007.
- Usage of good bilingual and monolingual dictionaries is recommended.

GRADE DISTRIBUTION:

- Daily participation/homework	15%
- Quizzes	15%
- Reports (interview-community)	5%
- Oral Presentation-Cultural	15%
- Exams (2)	30%
- Oral/Written Skits	10%
- Final OPI	10%

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

ATTENDANCE POLICY: Students are expected to **be punctual and come to class prepared**. More than 3 unexcused absences will result in your final grade being lowered automatically **two points for each unexcused absence. Please note that after the 12th unexcused absence you may be dropped from this course.** According to University policy, an excused absence applies to illness with a doctor's legal documentation, a death in the immediate family with an obituary notice or a school-sponsored event with proper documentation.

PARTICIPATION/PREPARATION AND HOMEWORK: Attendance to class is extremely important in order to improve your language learning and fluency. Participation should reflect the fact that you have prepared your assignments and homework readings. A participation grade will be given every 5 weeks according to the following rubric. **YOU WILL FIND ALL STUDY MATERIALS IN THE BLACKBOARD.** Read assigned information, work on vocabulary and then work on your homework. Random homework checks should be expected. Be ready to answer questions. At times, you will be asked to turn in homework assignments. Make sure you write or print on loose sheets of paper and include your name, date and title of the

assignment. **You must prepare for class before you go to class. Please check Blackboard postings regularly!!!**

Level of participation and preparation	Points
Arrives on time, stays the full length of class, and meets the following: comes prepared stays on task and is cooperatively and actively involved in all activities uses Spanish to communicate and willingly volunteers	9-10 (A)
Arrives on time, stays the full length of class, and meets the following: generally comes prepared generally stays on task and cooperatively participates in activities generally attempts to use Spanish and volunteers	8 (B)
Arrives late or leaves early and/or: is not fully prepared is not always on task or participating in activities infrequently attempts to use Spanish	7 (C)
Arrives late or leaves early and/or: comes unprepared is frequently off task or not participating in activities makes little effort to use Spanish	6 (D)
Arrives late or leaves early and/or: comes unprepared participates little to none in activities makes little to no effort to use Spanish	1-5 (F)
Is not present	0

QUIZZES: Short quizzes will be announced and administered throughout the semester. Content will/could include new vocabulary, grammar points reviewed in class, culture, dictation, translation and cultural information from readings or situations based on role-playing exercises practiced during class activities. **NO MAKE-UPS.**

REPORT: A practice interview with a Spanish speaking individual in the community (preferably working in hospitality) More information to be given in class.

CULTURAL ORAL PRESENTATION: Each student will make an 8 minutes oral presentation (plus 2 minutes to answer questions from the class). Presentations will identify a cultural component and provide true cultural awareness related to an aspect of the hotel/restaurant industry in one of the 21 countries that speak Spanish, e.g. seasonal rate increases for hotels/resorts, problems with staff, scheduling issues, job training, hygiene...). Students should give themselves enough time for research. Dates for presentations will chosen on the second week of class. Your instructor should approve themes. Visual aids, power point, transparencies, are acceptable, but reading the presentation is not acceptable. The rubric used for assessing your work will be posted on Blackboard. Additional information and instructions will be given to you in class and posted on Bb. Since you may not read your presentation, sufficient preparation is imperative.

EXAMS: There will be two scheduled exams during the semester, based on material presented in class.

FINAL OPI (INTERVIEW): Final evaluation of your oral proficiency. Students must sign for a time slot 2 weeks before finals week.

SKITS:

Students will write and perform several original skits based on cultural vignettes and dialogues read in class. Some examples are an interview for employment, preparing for a special meal, choosing a restaurant or hotel. The skits are usually performed in pairs and time will be given in class for collaborating and rehearsing. Additional information and instructions will be given to you by your instructor in class. Since you may not read your presentation, sufficient preparation is imperative.

Texting in class, using the phone and other not authorized electronic devices is prohibited when class is in session. Put them away or they will be confiscated.

ACADEMIC INTEGRITY:

Cheating, plagiarism, and other examples of academic misconduct will be pursued and sanctions will be levied. More specifically, you cannot copy others' work. You CANNOT have another student, friend or tutor PREPARE your work. Your work should reflect your level of proficiency. Any attempt to hand in work that is not yours will automatically receive a zero (0). If you have specific questions about your work, consult with me during office hours or attend the tutorial session and I will help you.

STUDENT BEHAVIOR IN THE CLASSROOM:

Student behavior that interferes with an instructor's ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior will be directed to leave the classroom and the instructor may refer the student to the Center for Student Rights and Responsibilities to consider whether the student's conduct violated the Code of Student Conduct. The university's expectations for student conduct apply to all instructional forums, including university and electronic classroom, labs, discussion groups, field trips, etc. The Code of Student Conduct can be found at www.unt.edu/csrr

STUDENT PERCEPTIONS OF TEACHING (SPOT):

Student feedback is important and an essential part of participation in this course. The student evaluation of instruction is a requirement for all organized classes at UNT. The short SPOT survey will be made available **April 17th – May 4st** to provide you with an opportunity to evaluate how this course is taught. For the spring 2017 semester you will receive an email on **April 17th (12:01 a.m.)** from "UNT SPOT Course Evaluations via IASystem Notification" (no-reply@iasystem.org) with the survey link. Please look for the email in your UNT email inbox. Simply click on the link and complete your survey. Once you complete the survey you will receive a confirmation email that the survey has

been submitted. For additional information, please visit the spot website at www.spot.unt.edu or email spot@unt.edu.

KEEPING RECORDS:

Students must keep all returned graded materials until the end of the semester. In case of grade disagreement, it will be the student's responsibility to show the graded work.

UNT is launching a new campaign - "Succeed at UNT" - to provide students with accessible links to student support services. Access www.succeed.unt.edu when need it.

Welcome to SPANISH 3530. My goal is to help you succeed in this class therefore I want us to work together to that end. If you have any questions or concerns, please come to see me a.s.a.p. during office hours or make an appointment. Thank you.

*****The following is a tentative class guideline. This guideline is not a binding contract and may be modified by the instructor if it is considered strictly necessary. Thank you and let's have a great semester.**

PLAN DE CLASES (Tentativo)

*****Este plan no se considera un contrato y puede ser modificado por el instructor si éste lo considera conveniente para el beneficio de los estudiantes. Gracias. CM**

*****Toda la tarea y lecturas deben ser hechas antes de venir a clase. Verifica el plan semanal en Blackboard (content).**

Fecha	Temas / Actividades / En clase	Para leer o hacer en casa
Jan. 16	No hay clases. MLK	
Jan. 18	Pontuario, Asistencia, Preliminares	Familiarizarse con el pontuario
Jan. 20	Introducción: La cortesía profesional. Mandatos formales e informales.	En "Blackboard - Content - lesson plan"
Jan. 23	"La hostelería"; Cap.1 - pp.3-8	T: Los mandatos
25	Cap. 1 - pp.8-13	T1- 10,16,17,19
27	Cap. 1 - pp. 13-20	T2- 2,5,6
Jan. 30	Cap. 2 - pp.20-24	T2- 9,11,12
Feb. 1	Prueba #1 - Caps. 1 y 2	T3-4,6
3	Cap. 3- pp. 25-36 -	T3-11,15
Feb. 6	"Reservaciones" Cap. 4 - pp.37-42	T4-1,6

8	Cap.4-. pp. 43-49 - Los números cardinales/ordinales - Repaso	T4-11,14
10	Prueba #2 - Cap. 3 y 4	T5-1,2,4,10,11
Feb. 13	Cap. 5 - pp. 63-70 - "Servicios Alimenticios"	T5-15,22
15	Cap. 6 - pp.71-77	T6-1,3
17	Cap.6 - pp.77-81 - Repaso - "Sign up for individual presentations"	**Participation 1
Feb. 20	Prueba # 3 - Cap. 5 y 6; Cap. 7 - pp.82-87.	T7-1,5
22	Cap. 7 - pp.87-94 - Repaso	T7-9,13
24	EXAMEN 1	
Feb. 27	Cap.8 - pp. 97-103	T8-1
Mar. 1	Cap. 8 - pp. 103-111	T8-8,14
3	Cap. 9 - pp. 112-118	T9-1
Mar. 6	Cap. 9 - repaso	T9-14
8	Prueba #4 Caps. 8 y 9	T10--1,6 - Trabajar en sus presentaciones
10	Cap. 10 - pp. 132-139	T10-10,17
13 - 17	VACACIONES DE PRIMAVERA	NO HAY CLASES
Mar.20	"Seguridad"; Cap. 11 - pp.143-151	T11-1,3,7
22	Cap. 11 - pp. 152-159; Repaso	T11-11
24	Prueba # 5 - Caps. 10 y 11; "Presentaciones - Grupo 1" (2)	
Mar. 27	Cap. 12 - pp. 160-168	T12-1,4
29	Cap. 12 - pp. 168 - 173	T12-15
31	"Presentaciones - Grupo 2" (4)	**Participation 2
Abr. 3	"Estadía del huésped"; Cap. 13 - pp. 174 - 179	T13-1

5	Cap. 13 - 179-182 - Repaso - "Presentaciones Grupo 3" (3)	
7	Prueba # 6 - Caps. 12-13); "Presentaciones Grupo 4" (2)	
Abr. 10	Cap. 14 - pp.185-193; "Personal"	T14-1
12	Cap. 14 - pp. 207-211; Repaso "	T14-11
14	Examen 2	
Abr. 17	Cap. 15 - pp. 202-207; "Los servicios a la clientela"	T15-1
19	Cap. 15 - pp. 207-211; "Presentaciones Grupo 5" (3)	
21	Cap. 16 - pp. 212-217; "Comunicaciones y contabilidad"	T16-1,2
Abr. 24	Cap. 16 - pp.217-222; "Presentaciones Grupo 6" (2)	**Make sure you have a time slot for your OPI - (Interview)
26	"Sign up for final OPI." "Presentaciones Grupo 7" (4)	
28	"Marketing"; "Presentaciones Grupo 8" (4)	
Mayo 1	"Presentaciones Grupo 8" (4)	
3	Repaso final. Practica del OPI	**Participation 3
May. 5	NO HAY CLASES	
Mayo 8	EXAMEN FINAL – LUNES - OPI - Entrevista en LANG 113 10:30 - 12:30	
Send me a message through "messages" in Blackboard if you have any questions.		