

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

**SPAN 3530.01 - SPRING 2021 - REMOTE**  
**Spanish for Hotel and Restaurant Management**  
**Access via Zoom on MW 12 p.m. (See calendar of activities in Canvas)**

**Professor: Concepción Coll de Martinez**

**Office: Lang. 401 G**

**Ph. (940) 565-2404**

**Office hour via Zoom Th. 12 p.m.**

**Email: [connie.martinez@unt.edu](mailto:connie.martinez@unt.edu)**

**VIRTUAL OFFICE HOURS AND ORAL PRACTICE**

Your professor will be available for consultation every Thursday at 12p.m. (one hour) via Zoom in Canvas. You will receive the link to join the room. During this time you can ask questions about the course or practice your oral skills. If the days and time scheduled conflicts with your own schedule, email me to make an appointment.

Students will receive an invitation to meet with the rest of the class for discussion and practice via Zoom in Canvas some Mondays or Wednesdays at 12:00 p.m. You must look at the weekly schedule ahead of time and try to participate orally at least for 30 minutes. (See “Oral Discussion” for more information) Discussions are intended to improve oral proficiency and will improve oral evaluation outcomes. Participation points will be given for these activities. Students who are not able to attend due to conflicting schedule, must complete discussion practice in the written form and upload to Canvas in order to practice vocabulary and grammar, and earn discussion credit points. We will have at least one discussion per week. Check the weekly module ahead of time in order to attend. through Canvas according to the schedule. and practice on Monday according to the activities calendar, students will receive

**COURSE DESCRIPTION AND OBJECTIVES:**

This course will be conducted online using Canvas and will provide students of Spanish as well as hospitality students with language skills relevant to the study of hotel and restaurant industry. The main goal is to develop and improve the ability of hospitality students to 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. Students will be able practice via Zoom. It also provides a college-level framework knowledge for learning grammar and study of some essential elements of culture related to professional environments.

**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 class material will be posted on CANVAS.** For that reason, students are responsible for checking the class information site every week or on regular basis for reading assignments, vocabulary, grammar exercises 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 or access to “El diccionario de la Real Academia Española” RAE.

**TECHNICAL SKILLS REQUIREMENT:**

In order to be successful in this course, students will need the following technical skills: downloading and uploading files, sending and receiving emails, using Canvas, video and voice recording using webcam, and using the lockdown browser.

**GRADE DISTRIBUTION:**

- Participation work/discussions	10%
- Quizzes	15%
- Reports (interview-community)	5%
- Oral Presentation-Cultural	20%
- Exams (2)	30%
- Homework/practice assignments	10%
- Final OPI	10%

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

**PARTICIPATION WORK:** Students are expected to read the information and work on the assignments prepared for them every week. They need to be prepared to participate via Canvas in discussions, video presentations, reports, and oral practice (when available). If they have an emergency or they need to inform the instructor immediately and seek an extension to submit their work, otherwise they will not receive any points. Proper documentation should be submitted in order to justify excusable absences.

**QUIZZES AND EXAMS:**

There will be several short quizzes and two exams during the semester in order to evaluate vocabulary acquisition, correct grammatical usage, and information related to the hospitality industry. All evaluations will be taken via Canvas. No make ups.

**HOMEWORK/ PRACTICE ASSIGNMENTS/DISCUSSIONS**

The course is divided in lessons. Each lesson will have new vocabulary related to hospitality management. Students will receive new lists of vocabulary every week and a review of grammatical structures. There will be homework assignments for every lesson to be turn in through Canvas on specific days. All assignments will be uploaded to Canvas

In order to improve the oral proficiency there will be practice discussions every week. Students will be invited to join via Zoom at 12 p.m. on scheduled days. Attendance is encouraged but not obligatory. This is the opportunity to practice orally with other students. Students who are not able to attend due to conflicting schedule, must complete discussion practice in the written form and upload to Canvas in order to practice and earn discussion credit points. We will have at least one discussion per week. Check the weekly module ahead of time in order to attend. through Canvas according to the schedule.

**REPORT:** A practice interview with a Spanish speaking individual in the community (preferably working in hospitality) will be prepared during the semester and shared with the class through Canvas.

**CULTURAL ORAL PRESENTATION:** Each student will research, prepare and deliver via Canvas 5-7 minutes oral presentation. A video, or a power point presentation with voice recording will be uploaded to Canvas on the day assigned. All students will be able to see and listen to the video and then answer questions posed by the presenter and write some comments. 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 to do the research and prepare something good and professional. Dates for presentations will be chosen on the second week of class. Your instructor should approve themes. Pick a theme that is interesting to you or that you feel passionate about. 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 CANVAS. Additional information and instructions will be given to you in class and posted on CANVAS.

**FINAL OPI (INTERVIEW):** Final evaluation of your oral proficiency will require that students prepare a resumé and a job interview. Students must sign for a time slot 2 weeks before finals week.

## 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.

## HelpDesk Information:

**Telephone Availability:** [940-565-2324](tel:940-565-2324)

Sunday: noon–midnight

Monday-Thursday: 8 a.m.–midnight

Friday: 8 a.m.–8 p.m.

Saturday: 9 a.m.–5 p.m.

**Email:** [helpdesk@unt.edu](mailto:helpdesk@unt.edu)

**Website:** <http://it.unt.edu/helpdesk> Bookmark this homepage today!

**Create a Service Ticket:** [report a problem or request a service](#)

**Office Hours and Walk-in Support:** [Sage Hall](#), Room 330D | Mon-Fri: 8 a.m.–8 p.m.

**Location:** [Sage Hall](#), Room 330D.

## COURSE POLICIES:

**Submission of coursework:** Follow the dates outlined in the weekly schedule of activities. **NO late work will be accepted.**

## ACADEMIC HONESTY AND PLAGIARISM STATEMENT

*“The UNT Department of Spanish adheres to the University’s policy on Student Academic Integrity. For all pertinent assignments and assessments, the work must be the student’s work only (unless otherwise indicated by the course instructor) and should reflect the student’s level of proficiency. Students are prohibited from asking another person (i.e. a friend, tutor, or relative) to help them develop or compose a response (oral or written) in preparation for, or while completing, an assignment or assessment that will be graded and applied to the student’s final grade in the course. This includes, but is not limited to, receiving outside assistance with drafting, revising, editing, or developing the content and structure of a response to an assignment or assessment question without consent from the course instructor. Also, the use of translation technology (any digital translation tool or app) is prohibited for all assignments and assessments and will be considered academic misconduct. Information “cut and pasted” or otherwise copied from other sources and used as answers in assignments and assessments will be considered plagiarism. If a student has any doubts whatsoever as to what constitutes any form of scholastic dishonesty, they should consult with the course instructor before submitting their work. Cheating, plagiarism, and other examples of academic misconduct defined by University Policy will result in a*

zero on the assignment or assessment in question, and may be reported to the Dean of Students." <https://policy.unt.edu/sites/default/files/06.003.pdf>

### **SPOT (Student Perceptions of Teaching)**

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 in April to provide you with an opportunity to evaluate how this course is taught. You will receive an email from "UNT SPOT Course Evaluations" via IA System 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 it. Once you complete and submit the survey, you will receive a confirmation email. Save the confirmation you receive, as your instructor will ask for it. For additional information, please visit the spot website at [www.spot.unt.edu](http://www.spot.unt.edu) or email [spot@unt.edu](mailto:spot@unt.edu).

### **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) or in person at SAGE Hall 167

### **STUDENT ISSUES WITH AN INSTRUCTOR OF SPANISH**

If a student in an advanced level Spanish class has an issue with her/his instructor, she/he should follow these procedures:

1. Make an appointment to talk with the instructor in person to try and resolve the issue to the satisfaction of both parties.
2. If the issue is not resolved to the student's satisfaction, then she/he should make an appointment to talk to Dr. Pierina Beckman about the issue. [Pierina.Beckman@unt.edu](mailto:Pierina.Beckman@unt.edu)

3. If the issue is still not resolved to the student's satisfaction, then she/he should make an appointment to talk to the chair of the department, Dr. Samuel Manickam.

[Samuel.Manickam@unt.edu](mailto:Samuel.Manickam@unt.edu)

4. If the student is still not satisfied with the resolution of the issue, then she/he has the option of talking to the UNT Dean of Students in your discipline.

It is the responsibility of students to follow all rules, guidelines and instructions clearly outlined in class syllabi as well as follow all directives given by instructors of Spanish classes on Canvas/Blackboard and in class. The student should maintain clear lines of communication with the instructor in person and email regarding any issues or queries related to the class.

#### **COURSE CALENDAR:**

**See detailed weekly course of activities in a separate file.**

Weeks 1-2	Cap. 1: La hosteleria/receptora del turismo
Weeks3-4	Cap. 2 y 3: La recepcion -
Weeks5-6	Cap.5 y 6: Servicios alimenticios–Examen 1
Weeks 7-8	Cap. 7 y 8: Supervisar los cuartos
Week9	Cap. 9 y 10: La seguridad / Presentaciones
Week10	Cap. 11: Reportes de la entrevista
Week11	Cap. 12: Estadia del huésped Presentaciones
Weeks12-14	Cap. 13: El personal/recursos-Examen 2
Week15	Cap. 14: Marketing /Presentaciones
Week 16	Entrevistas orales (Final Exam)