

**College of Liberal Arts and Social Sciences (CLASS)**  
**Department of Spanish**  
**SPAN 3530.01 – Spanish for Hotel and Restaurant Mgmt. – SPRING 2022**  
**Meets: FtoF on MWF – 12:00 – 12:50 P.M.- LANG 114**

[Spanish 3530.01/ Spanish for Hotel and Restaurant Mgmt.](#)

[Instructor Contact](#)

**Name: Concepción C. Martinez**

**Pronouns: she / her**

**Office Location: Lang. 401 G**

**Phone Number: 940.565.2404**

**Office Hours: MWF 9:20-9:50 a.m. and 2:00-2:30 p.m. and by appointment**

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

**Communication Expectations:**

The primary tool to communicate directly with students will be UNT email and announcement in Canvas. Any personal concerns or questions should be sent to my email. You can also talk to me before or after class or meet with me during office hour. I aim to return your graded work to you within one week of the due date. When this is not possible, I will send an announcement to the class. All grades and attendance records will be posted in Canvas.

[Welcome to UNT!](#)

As members of the UNT community, we have all made a commitment to be part of an institution that respects and values the identities of the students and employees with whom we interact. UNT does not tolerate identity-based discrimination, harassment, and retaliation. UNT's full Non-Discrimination Policy can be found in the UNT Policies section of the syllabus.

[Course Description](#)

Spanish 3530 will provide students of Spanish with skills relevant to the study of the hospitality industry. The main goal is to develop and improve the ability of students to speak and communicate in Spanish on the job. The course offers specialized vocabulary useful for engaging in situational conversations in hotel and restaurant management operations as well as an overview of general aspects related to the hospitality industry.

## Course Structure

This course will be conducted face-to-face. We will meet on Mondays, Wednesdays and Fridays and follow the calendar of activities and assignments every week. The calendar of activities will be posted on Canvas and students will be able to find assignments, readings and homework practice in Canvas. This course requires some research and presentations as well as a final oral interview.

### Reading and Assignments:

Information about readings, study of new vocabulary and assignments are published in the calendar of activities and also located in the weekly module in Canvas. It is the student responsibility to consult the class schedule and come to class prepared to talk, ask questions and participate orally as much as possible. There is a participation grade for the oral practice done in class.

## Course Prerequisites or Other Restrictions

This course is designed for students that have completed Spanish 2050 at UNT or the equivalent.

## Course Objectives

By the end of the semester students should be able to

- know lexicon or vocabulary needed to discuss the field of hospitality
- research cultural aspects related to the hospitality industry in Spanish speaking countries.
- know and understand basic Spanish and be able to use it in hospitality settings
- communicate in Spanish with hospitality industry agencies and employees.
- improve pronunciation of Spanish words.
- give instructions in Spanish to employees about hospitality-related tasks.

## Materials

- **Lesson plans, assignments, and some class material will be posted on Canvas.**  
Therefore, it is the student's responsibility to check the information for this class in the CANVAS site on regular basis for assignments and announcements.
- **I will provide vocabulary, basic research information and practice.**
- Usage of **good bilingual and/or monolingual dictionaries** is highly recommended. Students can also refer to Real Academia Española (<http://www.rae.es>)
- A reliable electronic device or access to Canvas via computer is necessary – you should be able to access vocabulary lists, and all relevant information posted for this course.

## Course Technology & Skills

### Minimum Technology Requirements

Students should be able to access their information in Canvas and also submit their homework practice online. They should be able to reach the instructor during office hours in her office or by canvas or email or via Zoom, therefore they should have access to a

- Computer
- Reliable internet access
- Speakers
- Microphone
- Plug-ins
- Microsoft Office Suite
- [Canvas Technical Requirements](https://clear.unt.edu/supported-technologies/canvas/requirements) (<https://clear.unt.edu/supported-technologies/canvas/requirements>)

### Computer Skills & Digital Literacy

Students need to know technical skills to succeed in the course, such as:

- Using Canvas
- Using email with attachments

### Technical Assistance

Part of working in the online environment involves dealing with the inconveniences and frustration that can arise when technology breaks down or does not perform as expected. Here at UNT we have a Student Help Desk that you can contact for help with Canvas or other technology issues.

**UIT Help Desk:** [UIT Student Help Desk site](http://www.unt.edu/helpdesk/index.htm) (<http://www.unt.edu/helpdesk/index.htm>)

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

**Phone:** 940-565-2324

**In Person:** Sage Hall, Room 130

**Walk-In Availability:** 8am-9pm

**Telephone Availability:**

- Sunday: noon-midnight
- Monday-Thursday: 8am-midnight
- Friday: 8am-8pm
- Saturday: 9am-5pm

**Laptop Checkout:** 8am-7pm

For additional support, visit [Canvas Technical Help](https://community.canvaslms.com/docs/DOC-10554-4212710328) (<https://community.canvaslms.com/docs/DOC-10554-4212710328>)

## Rules of Engagement

Rules of engagement refer to the way students are expected to interact with each other and with their instructors. Here are some general guidelines:

- While the freedom to express yourself is a fundamental human right, any communication that utilizes cruel and derogatory language on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, gender expression, age, disability, genetic information, veteran status, or any other characteristic protected under applicable federal or state law will not be tolerated.
- Treat your instructor and classmates with respect in any communication online or face-to-face, even when their opinion differs from your own.
- Ask for and use the correct name and pronouns for your instructor and classmates.
- Speak from personal experiences. Use “I” statements to share thoughts and feelings. Try not to speak on behalf of groups or other individual’s experiences.
- Use your critical thinking skills to challenge other people’s ideas, instead of attacking individuals.
- Avoid using all caps while communicating digitally. This may be interpreted as “YELLING!”
- Be cautious when using humor or sarcasm in emails or discussion posts as tone can be difficult to interpret digitally.
- Avoid using “text-talk” unless explicitly permitted by your instructor.
- Proofread and fact-check your sources.
- Keep in mind that online posts can be permanent, so think first before you type.

## Course Requirements

### GRADE DISTRIBUTION:

**The final grade will be determined in the following way:**

- Active participation/discussions	10%
- Assignments	15%
- Quizzes	15%
- Report (Interview -community)	5%
- Oral Presentation (cultural)	15%
- Exams (2)	30%
- Final Exam - OPI	10%

**GRADE SCALE:**

**A - 90 - 100**

**B - 80 – 89.4**

**C - 70 – 79.4**

**D - 60 – 69.4**

**F - 59.9 or below**

**Policy on Late Work:**

Late work will be accepted only in case of an emergency (illness/accident or death in family). The student should contact the instructor as soon as possible and provide documentation justifying the absence. In the case of an anticipated absence, such a military deployment or a school activity, the student should contact the instructor in advance and make arrangements to complete the required assignments.

**Active participation:**

Participation is a vital part of any language learning experience. Your careful preparation prior to attending class and your sustained participation will determine your success. To improve your level of participation and maximize your use of class time, prepare thoroughly prior to each class. This may require multiple readings of the same article or several viewings of the video clips. This course is student-centered and relies heavily on your interaction and collaboration with your peers. Much of your work during class will be completed in pairs and groups, with your instructor as the facilitator and you and your classmates as the main participants. All students are expected to participate equally in these activities and will be graded accordingly. Refer to the participation rubric available on Canvas. Although attendance is mandatory, be mindful that attendance without active and sustained participation, does not guarantee a good participation grade.

**Your participation grade is influenced by:**

- attending class and arriving on time
- being well prepared for all oral activities and using only Spanish during class
- making a significant contribution by listening and participating in discussions
- listening to and responding to differing opinions with courtesy
- Staying on task during class

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

## **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. 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 and reviewed in class. Students may bring their computer to review their work before sending it, or they may bring a hard copy to work with each lesson in class.

In order to improve the oral proficiency there will be practice discussions every week. Practice will be uploaded to Canvas. in order to earn discussion credit points. We will have at least one discussion per week. Realistic “Escenas” or skits will be prepared and performed several times during the semester in order to use the language learned. The goal is to use structures learned and new vocabulary in order to improve the speaking and understanding ability of every student.

**REPORT:** A practice interview with a Spanish speaking individual in the community (preferably working in hospitality) will be prepared during the semester and shared orally with the class. A written copy of this activity should be uploaded to Canvas in order to obtain a full grade.

**CULTURAL ORAL PRESENTATION:** Each student will research, prepare and deliver a 8-10 minutes oral presentation. 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, ( 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. Your presentation must be professional. 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 mock job interview. Students must sign for a time slot 2 weeks before finals week.

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

**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.

### [Course Evaluation](#)

Student Perceptions of Teaching (SPOT) is the student evaluation system for UNT and allows students the ability to confidentially provide constructive feedback to their instructor and department to improve the quality of student experiences in the course. **All students must complete the SPOT when it becomes available at the end of the semester.**

### [Course Policies](#)

#### [Attendance Policy](#)

This is a face-to-face course and attendance to class is required. Student may have three unexcused absences for MWF classes without penalty. Each unexcused absence (after the third unexcused absences) will result in a 2% deduction per absence from the final grade in the course.

#### COVID-19 Impact on Attendance

While attendance is expected as outlined above, it is important for all of us to be mindful of the health and safety of everyone in our community, especially given concerns about COVID-19. Please contact me if you are unable to attend class because you are ill, or unable to attend class due to a related issue regarding COVID-19. It is important that you communicate with me prior to being absent so I may make a decision about accommodating your request to be excused from class.



If you are experiencing any symptoms of COVID-19 (<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>) please seek medical attention from the Student Health and Wellness Center (940-565-2333 or [askSHWC@unt.edu](mailto:askSHWC@unt.edu)) or your health care provider PRIOR to coming to campus. UNT also requires you to contact the UNT COVID Hotline at 844-366-5892 or [COVID@unt.edu](mailto:COVID@unt.edu) for guidance on actions to take due to symptoms, pending or positive test results, or potential exposure. While attendance is an important part of succeeding in this class, your own health, and those of others in the community, is more important.

#### Class Materials for Remote Instruction

Remote instruction may be necessary if community health conditions change or you need to self-isolate or quarantine due to COVID-19. Students will need access to a webcam and microphone to participate in fully remote portions of the class. Additional required classroom materials for remote learning include: a good internet connection. Information on how to be successful in a remote learning environment can be found at <https://online.unt.edu/learn>.

#### Statement on Face Covering

Consistent with CDC Guidelines and state policy, individuals are not required to wear face coverings on UNT's campuses. While non-vaccinated individuals are encouraged to wear a face covering, all students and faculty are welcome to wear one in class or on campus if they desire.

President Smatresk's memo: "With COVID-19 cases on the rise again, especially among those who remain unvaccinated, I request that all students, faculty, and staff comply with a new mandate from the City of Denton to wear a face covering indoors per CDC guidance for our region."

The University is committed to providing reliable information online through Canvas to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, the instructor will extend the time windows and provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and contact the UNT Student Help Desk: [helpdesk@unt.edu](mailto:helpdesk@unt.edu) or 940.565.2324 and obtain a ticket number. The instructor and the UNT Student Help Desk will work with the student to resolve any issues at the earliest possible time.

#### Syllabus Change Policy

If there are any changes made to the syllabus during the semester, I will inform you by sending an announcement through Canvas.

#### UNT Policies

##### Academic Integrity Policy

Academic Integrity Standards and Consequences. According to UNT Policy 06.003, Student Academic Integrity, academic dishonesty occurs when students engage in behaviors including,

but not limited to cheating, fabrication, facilitating academic dishonesty, forgery, plagiarism, and sabotage. A finding of academic dishonesty may result in a range of academic penalties or sanctions ranging from admonition to expulsion from the University. [Insert specific sanction or academic penalty for specific academic integrity violation.]

### ADA Policy

UNT makes reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide a student with an accommodation letter to be delivered to faculty to begin a private discussion regarding one's specific course needs. Students may request accommodations at any time, however, ODA notices of 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 accommodation for every semester and must meet with each faculty member prior to implementation in each class. For additional information see the [ODA website \(https://disability.unt.edu/\)](https://disability.unt.edu/).

### Prohibition of Discrimination, Harassment, and Retaliation (Policy 16.004)

The University of North Texas (UNT) prohibits discrimination and harassment because of race, color, national origin, religion, sex, sexual orientation, gender identity, gender expression, age, disability, genetic information, veteran status, or any other characteristic protected under applicable federal or state law in its application and admission processes; educational programs and activities; employment policies, procedures, and processes; and university facilities. The University takes active measures to prevent such conduct and investigates and takes remedial action when appropriate.

### Emergency Notification & Procedures

UNT uses a system called Eagle Alert to quickly notify students with critical information in the event of an emergency (i.e., severe weather, campus closing, and health and public safety emergencies like chemical spills, fires, or violence). In the event of a university closure, please refer to Canvas for contingency plans for covering course materials.

### Retention of Student Records

Student records pertaining to this course are maintained in a secure location by the instructor of record. All records such as exams, answer sheets (with keys), and written papers submitted during the duration of the course are kept for at least one calendar year after course completion. Course work completed via the Canvas online system, including grading information and comments, is also stored in a safe electronic environment for one year. Students have the right to view their individual record; however, information about student's records will not be divulged to other individuals without proper written consent. Students are encouraged to review the Public Information Policy and the Family Educational Rights and Privacy Act (FERPA) laws and the University's policy. See UNT Policy 10.10, Records Management and Retention for additional information.

### Acceptable Student Behavior

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 Dean of Students 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. Visit UNT's [Code of Student Conduct](https://deanofstudents.unt.edu/conduct) (<https://deanofstudents.unt.edu/conduct>) to learn more.

### Access to Information - Eagle Connect

Students' access point for business and academic services at UNT is located at: [my.unt.edu](https://my.unt.edu). All official communication from the University will be delivered to a student's Eagle Connect account. For more information, please visit the website that explains Eagle Connect and how to forward e-mail [Eagle Connect](https://it.unt.edu/eagleconnect) (<https://it.unt.edu/eagleconnect>).

### Student Evaluation Administration Dates

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 survey will be made available during weeks 13, 14 and 15 [insert administration dates] of the long semesters to provide students with an opportunity to evaluate how this course is taught. Students will receive an email from "UNT SPOT Course Evaluations via IASystem Notification" ([no-reply@iasystem.org](mailto:no-reply@iasystem.org)) with the survey link. Students should look for the email in their UNT email inbox. Simply click on the link and complete the survey. Once students complete the survey they will receive a confirmation email that the survey has been submitted. For additional information, please visit the [SPOT website](http://spot.unt.edu/) (<http://spot.unt.edu/>) or email [spot@unt.edu](mailto:spot@unt.edu).

### Survivor Advocacy

UNT is committed to providing a safe learning environment free of all forms of sexual misconduct. Federal laws and UNT policies prohibit discrimination on the basis of sex as well as sexual misconduct. If you or someone you know is experiencing sexual harassment, relationship violence, stalking and/or sexual assault, there are campus resources available to provide support and assistance. The Survivor Advocates can be reached at [SurvivorAdvocate@unt.edu](mailto:SurvivorAdvocate@unt.edu) or by calling the Dean of Students Office at 940-5652648.

### Important Notice for F-1 Students taking Distance Education Courses

#### **Federal Regulation**

To read detailed Immigration and Customs Enforcement regulations for F-1 students taking online courses, please go to the [Electronic Code of Federal Regulations website](http://www.ecfr.gov/) (<http://www.ecfr.gov/>). The specific portion concerning distance education courses is located at Title 8 CFR 214.2 Paragraph (f)(6)(i)(G).

The paragraph reads:

(G) For F-1 students enrolled in classes for credit or classroom hours, no more than the equivalent of one class or three credits per session, term, semester, trimester, or quarter may be counted toward the full course of study requirement if the class is taken on-line or through distance education and does not require the student's physical attendance for classes, examination or other purposes integral to completion of the class. An on-line or distance education course is a course that is offered principally through the use of television, audio, or computer transmission including open broadcast, closed circuit, cable, microwave, or satellite, audio conferencing, or computer conferencing. If the F-1 student's course of study is in a language study program, no on-line or distance education classes may be considered to count toward a student's full course of study requirement.

### **University of North Texas Compliance**

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course.

If such an on-campus activity is required, it is the student's responsibility to do the following:

- (1) Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.
- (2) Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Student and Scholar Services Office. ISSS has a form available that you may use for this purpose.

Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, s/he should contact the UNT International Student and Scholar Services Office (telephone 940-565-2195 or email [internationaladvising@unt.edu](mailto:internationaladvising@unt.edu)) to get clarification before the one-week deadline.

### **Student Verification**

UNT takes measures to protect the integrity of educational credentials awarded to students enrolled in distance education courses by verifying student identity, protecting student privacy, and notifying students of any special meeting times/locations or additional charges associated with student identity verification in distance education courses.

See [UNT Policy 07-002 Student Identity Verification, Privacy, and Notification and Distance Education Courses](https://policy.unt.edu/policy/07-002) (<https://policy.unt.edu/policy/07-002>).

### Use of Student Work

A student owns the copyright for all work (e.g. software, photographs, reports, presentations, and email postings) he or she creates within a class and the University is not entitled to use any student work without the student's permission unless all of the following criteria are met:

- The work is used only once.
- The work is not used in its entirety.
- Use of the work does not affect any potential profits from the work.
- The student is not identified.
- The work is identified as student work.

If the use of the work does not meet all of the above criteria, then the University office or department using the work must obtain the student's written permission.

Download the UNT System Permission, Waiver and Release Form

### Transmission and Recording of Student Images in Electronically-Delivered Courses

1. No permission is needed from a student for his or her image or voice to be transmitted live via videoconference or streaming media, but all students should be informed when courses are to be conducted using either method of delivery.
2. In the event an instructor records student presentations, he or she must obtain permission from the student using a signed release in order to use the recording for future classes in accordance with the Use of Student-Created Work guidelines above.
3. Instructors who video-record their class lectures with the intention of re-using some or all of recordings for future class offerings must notify students on the course syllabus if students' images may appear on video. Instructors are also advised to provide accommodation for students who do not wish to appear in class recordings.

Example: This course employs lecture capture technology to record class sessions. Students may occasionally appear on video. The lecture recordings will be available to you for study purposes and may also be reused in future course offerings.

No notification is needed if only audio and slide capture is used or if the video only records the instructor's image. However, the instructor is encouraged to let students know the recordings will be available to them for study purposes.

## Academic Support & Student Services

### Student Support Services

#### *Mental Health*

UNT provides mental health resources to students to help ensure there are numerous outlets to turn to that wholeheartedly care for and are there for students in need, regardless of the nature of an issue or its severity. Listed below are several resources on campus that can support your academic success and mental well-being:

- [Student Health and Wellness Center](https://studentaffairs.unt.edu/student-health-and-wellness-center) (https://studentaffairs.unt.edu/student-health-and-wellness-center)
- [Counseling and Testing Services](https://studentaffairs.unt.edu/counseling-and-testing-services) (https://studentaffairs.unt.edu/counseling-and-testing-services)
- [UNT Care Team](https://studentaffairs.unt.edu/care) (https://studentaffairs.unt.edu/care)
- [UNT Psychiatric Services](https://studentaffairs.unt.edu/student-health-and-wellness-center/services/psychiatry) (https://studentaffairs.unt.edu/student-health-and-wellness-center/services/psychiatry)
- [Individual Counseling](https://studentaffairs.unt.edu/counseling-and-testing-services/services/individual-counseling) (https://studentaffairs.unt.edu/counseling-and-testing-services/services/individual-counseling)

#### *Chosen Names*

A chosen name is a name that a person goes by that may or may not match their legal name. If you have a chosen name that is different from your legal name and would like that to be used in class, please let the instructor know. Below is a list of resources for updating your chosen name at UNT.

- [UNT Records](#)
- [UNT ID Card](#)
- [UNT Email Address](#)
- [Legal Name](#)

*\*UNT eUIDs cannot be changed at this time. The collaborating offices are working on a process to make this option accessible to UNT community members.*

#### *Pronouns*

Pronouns (she/her, they/them, he/him, etc.) are a public way for people to address you, much like your name, and can be shared with a name when making an introduction, both virtually and in-person. Just as we ask and don't assume someone's name, we should also ask and not assume someone's pronouns.

You can [add your pronouns to your Canvas account](#) so that they follow your name when posting to discussion boards, submitting assignments, etc.

Below is a list of additional resources regarding pronouns and their usage:

- [What are pronouns and why are they important?](#)

- [How do I use pronouns?](#)
- [How do I share my pronouns?](#)
- [How do I ask for another person's pronouns?](#)
- [How do I correct myself or others when the wrong pronoun is used?](#)

#### *Additional Student Support Services*

- [Registrar](https://registrar.unt.edu/registration) (<https://registrar.unt.edu/registration>)
- [Financial Aid](https://financialaid.unt.edu/) (<https://financialaid.unt.edu/>)
- [Student Legal Services](https://studentaffairs.unt.edu/student-legal-services) (<https://studentaffairs.unt.edu/student-legal-services>)
- [Career Center](https://studentaffairs.unt.edu/career-center) (<https://studentaffairs.unt.edu/career-center>)
- [Multicultural Center](https://edo.unt.edu/multicultural-center) (<https://edo.unt.edu/multicultural-center>)
- [Counseling and Testing Services](https://studentaffairs.unt.edu/counseling-and-testing-services) (<https://studentaffairs.unt.edu/counseling-and-testing-services>)
- [Pride Alliance](https://edo.unt.edu/pridealliance) (<https://edo.unt.edu/pridealliance>)
- [UNT Food Pantry](https://deanofstudents.unt.edu/resources/food-pantry) (<https://deanofstudents.unt.edu/resources/food-pantry>)

#### *Academic Support Services*

- [Academic Resource Center](https://clear.unt.edu/canvas/student-resources) (<https://clear.unt.edu/canvas/student-resources>)
- [Academic Success Center](https://success.unt.edu/asc) (<https://success.unt.edu/asc>)
- [UNT Libraries](https://library.unt.edu/) (<https://library.unt.edu/>)
- [Writing Lab](http://writingcenter.unt.edu/) (<http://writingcenter.unt.edu/>)
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#### *Student-Issues with instructors – Department of Spanish*

When a student has class-related issues with her/his instructor (e.g. appeal a grade, disagreement about attendance record, interpretation of a class assignment, assigned grades, etc.), she/he should follow these steps to reach a resolution:

1. The student may first talk directly to the department chair, Dr. Samuel Manickam, about the issue (make an appointment with Dr. Manickam by contacting Ms. Nancy Bouchard, [Nancy.Bouchard@unt.edu](mailto:Nancy.Bouchard@unt.edu)), or talk with the respective instructor to resolve the issue

2. If the issue is not resolved to the student's satisfaction, then she/he should email a written description of the issue to Dr. Manickam ([manickam@unt.edu](mailto:manickam@unt.edu)). Dr. Manickam will also solicit a written statement from the respective instructor

3. Dr. Manickam may meet individually with the student and instructor to resolve the issue 4. If the student is not satisfied with the resolution, she/he should contact the Executive Dean of the College of Liberal Arts & Social Sciences to discuss this iss

It is the responsibility of students to follow all rules, guidelines and instructions clearly outlined in class syllabus as well as follow all directives given by instructors of Spanish classes on Canvas 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. You can expect your

instructor to answer email messages as soon as he/she gets them; however, if it is past 5pm, on weekends, or during times that he/she is teaching, it might take longer. Also, send messages via UNT (not inside Canvas) and use a school related address.

### **Tentative Course calendar:**

#### **COURSE CALENDAR:**

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

Weeks 1-2	<p>Introduction –</p> <p>Cap. 1: La hosteleria/receptora del turismo</p> <p>Professional Interaction Use of commands.</p> <p>Cap. 2 – La comunicación – Vocabulario técnico</p>
Weeks 3 -4	<p>Prueba 1 – Caps. 1 y 2</p> <p>Cap. 3: La recepción Vocabulario técnico.</p> <p>Estructuras: Usos del presente / otros verbos</p> <p>Cap. 4: Las reservaciones. Vocabulario técnico</p> <p>Professional Interaction:</p> <p>Prueba 2-Cap. 3 y 4</p>
Weeks 5-6	<p>Cap.5 y 6: Servicios alimenticios - Vocabulario técnico de la cocina</p> <p>Professional interaction</p> <p>Cap 7. Sección cultural – El calendario</p> <p>Examen 1</p>
Weeks 7-8	<p>Cap. 8: Supervisar los cuartos</p> <p>Estructuras: Verbos reflexivos. Usos del pretérito y del imperfecto</p> <p>Professional interaction – Sign up to present the interview</p> <p>Prueba 4 – Caps. 8 y 9</p>



Week9	Cap. 10 y 11: La seguridad / Presentaciones  Vocabulario técnico de mantenimiento  Prueba 5 – Cap. 9 y 10
Week10	Cap. 11: Reportes de la entrevista y presentaciones culturales
Week11	Cap. 12: Estadía del huésped Presentaciones  Prueba 6 – Cap. 11 y 12
Weeks12-14	Cap. 13: El personal/recursos humanos  Preparation for job interviews  -Examen 2
Week15	Cap. 14: Marketing /Presentaciones Culturales  Practice of job interviews
Week 16	Entrevistas orales (Final Exam on Wednesday, May 11 – 10:30 -12:30 in Lang. 113)