

2015학년도 강의정보

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강의목표	각 수업은 학생들이 졸업 후 시작하게 될 직장 및 사회생활에서 요구되는 주요한 사항들에 초점이 맞춰 진다. 또한 이 같은 사항들은 국제협력을 요하거나 대외 교류가 많은 업무 환경에서 필요한 외국어 역량에 중점을 두었다.		
강의진행 방법	학습단위 (분)	강의주제 topic	강의내용 요약 summary of class
	학습단위-1; 20분	First Greetings	How to open a conversation
	학습단위-2; 20분	Jobs	How to politely ask job information
	학습단위-3; 20분	Cultural Greetings	How to properly introduce oneself in different cultures
	학습단위-1; 20분	Office Life	Expressing typical office encounters
	학습단위-2; 20분	Global Office	Exploring cultural differences in offices
	학습단위-3; 20분	Email	How to properly read, write, and interpret email communication
	학습단위-1; 20분	Phone Language	How to properly answer and respond to simple questions (part 1)
	학습단위-2; 20분	Phone Language	How to properly answer and respond to simple questions (part 2)
	학습단위-3; 20분	Phone Language	Dealing with unique/ odd requests

강의 진행 방법	4	학습단위-1; 20분	Customer Relations	Good and bad customer service
		학습단위-2; 20분	Customer Relations	How to please the customer
		학습단위-3; 20분	Customer Relations	How to ask for product information
	5	학습단위-1; 20분	Appointments	How to make an appointment
		학습단위-2; 20분	Appointments	How to discuss future plans
		학습단위-3; 20분	Appointments	Communication Styles
	6	학습단위-1; 20분	Customer Service	How to discuss future plans
		학습단위-2; 20분	Customer Service	How to discuss product information
		학습단위-3; 20분	Customer Service	How to politely accept/decline plans
	7	학습단위-1; 20분	Customer Service (pt. 2)	How to change a hotel reservation over the phone
		학습단위-2; 20분	Customer Service (pt. 2)	Confirming travel plans
		학습단위-3; 20분	Customer Service (pt. 2)	How to deal with irate customers
	8	학습단위-1; 20분	Entertaining	Basic Entertaining
		학습단위-2; 20분	Entertaining	Hotel Lobby Entertaining
		학습단위-3; 20분	Entertaining	Restaurant Menus and Drink Service
	9	학습단위-1; 20분	Entertaining (pt. 2)	Discussing Tourism & Leisure in Korea
		학습단위-2; 20분	Entertaining (pt. 2)	Discussing Tourism & Leisure in Asia
		학습단위-3; 20분	Entertaining (pt. 2)	Discussing Tourism & Leisure Globally
	10	학습단위-1; 20분	Closing	Discussing Term Contracts
		학습단위-2; 20분	Closing	Enforcing Term Contracts
		학습단위-3; 20분	Closing	Term Contract Law
	11	학습단위-1; 20분	Global Community	Introduction – Korea in the Global Business Community
		학습단위-2; 20분	Global Community	Part II – Korean Businesses Domestic
		학습단위-3; 20분	Global Community	Part III – Korean Businesses Abroad
	12	학습단위-1; 20분	Global Community	Part IV – Korean Domestic Companies
		학습단위-2; 20분	Global Community	Part V – Korean Mixed Companies
		학습단위-3; 20분	Global Community	Part VI – Korean Integrated Companies