Assumption University
Theodore Maria School of Arts
Department of Business Chinese
Course Outline 2/2026

Course : CN 3485 Chinese for Hotel Services
Credit : 3
Status : Major Elective
Prerequisite : CN 2402 Chinese III
Lecturer : Dr. Piriya S. (Office: SR 310)

Course Description : General knowledge and Chinese terminology in hotel industry, duties and responsibilities of personnel in hotel industry and practice of Chinese communication in hotel industry context.

Course Objectives : This course aims to enable students to:
1. enrich students' vocabulary and communication skills pertaining to the hospitality industry.
2. express themselves and communicate with others.
3. learn duties and responsibilities of personnel in hotel industry.
4. know how to deal with different cases or solve problems in hospitality industry.

Course Learning Outcomes: After completing this course, students will be able to:
1. use Chinese terminology in hotel industry correctly.
2. have ability to work and communicate with others.
3. have sense of social and self-responsibility, know how to behave in hospitality industry context.
4. apply the general knowledge in hotel industry to deal with different cases and solve problems that might occur in the hospitality industry.

Teaching-Learning Activities:
1. Lecture
2. Group discussion
3. Oral Presentation
4. Report/Assignments
5. Role play

Course Requirement:
1. 80% Attendance (Maximum absences = 6 times, 1.5 hrs = 1 time)
2. Students are allowed to miss a maximum of 6 classes per semester for reasons related to sickness, accidents, funerals, personal, and business trips. No other excuses will be accepted.
3. Make-up classes in other sections will not be permitted without prior permission from the lecturer.

Mark Allocation:

1. Assignments & Attendance	10%	(40 marks)
2. Class participation	10%	(40 marks)
2. Quizzes (2 times)	20%	(80 marks)
3. Mid-term Exam (& Mid-term Oral Test)	25%	(100 marks)
4. Final Exam (& Final Oral Test)	35%	(140 marks)
Total	100%	(400 marks)

Evaluation:

A	:	85 – 100 %	C+	:	67 – 69 %
A-	:	82 – 84 %	C	:	60 – 66 %
B+	:	79 – 81 %	C-	:	57 – 59 %
B	:	73 – 78 %	D	:	50 – 56 %
B-	:	70 – 72 %	F	:	0 – 49 %

Textbooks/References: Selections from Chinese books on hospitality industry.

Study Plan and Schedule:

Week 1:	Explanation of Course Outline, Faculty of Arts Vision and Mission Statements, AU's Identity and Uniqueness and PDCA Cycle. Chapter 1: Prelude to Hotel Management
Week 2:	Chapter 1: Prelude to Hotel Management
Week 3:	Chapter 2: Key Hotel Departments
Week 4:	Chapter 2: Key Hotel Departments
Week 5:	Chapter 3: Front Desk Management
Week 6:	Chapter 3: Front Desk Management

***** Quiz I (Lesson 1-3) on Tuesday, December 8, 2026 (13:40 – 14:40, in class) *****

Week 7:	**Oral Presentation: Case Study / Role Play**
Week 8:	**Review / Mid-term Oral Test (Role Play)**

***** Mid-term Examination (Lesson 1-3) : Monday, January 11, 2027 (09:00-11:00) *****

Week 9:	Chapter 4: Room Service Management
Week 10:	Chapter 4: Room Service Management
Week 11:	**Oral Presentation: Report**
Week 12:	Chapter 5: Food & Beverage Management
Week 13:	Chapter 5: Food & Beverage Management

***** Quiz II (Lesson 4-5) on Thursday, February 11, 2027 (13:40 – 14:40, in class) *****

Week 14:	**Oral Presentation: Role Play**
Week 15:	**Review / Final Oral Test (Role Play)**

***** Final Examination (Lesson 1-5) : Thursday, March 11, 2027 (13:00-16:00) *****

Morals and Ethics to be developed in this course:

1.1 Morals and Ethics to be developed

(2) Demonstrate a high level of ethical and responsible behavior in academic and professional contexts.

***** <u>Remark</u>: The proper uniform is requested for the class attendance.***

***** <u>Friday, February 19, 2027</u>: Last day to withdraw with "W"**

*** Students will not be admitted to the quizzes, mid-term exam, and final exam later than 10 minutes after quizzes and exam start.**

Au VISION 2000

Assumption University of Thailand envisions itself as:

- an international community of scholars,
- enlivened by Christian inspiration,
- engaged in the pursuit of Truth and Knowledge,
- serving human society, especially through the creative use of interdisciplinary approaches and cyber technology.

ENVISIONING Au GRADUATES

Assumption University of Thailand envisions its graduates as:

- healthy and open-minded persons, characterized by personal integrity, an independent mind, and positive thinking,
- professionally competent, willing to exercise responsible leadership for economic progress in a just society,
- able to communicate effectively with people from other nations and to participate in globalization.

AU MISSION

Assumption University, an International Catholic University, is committed to be the light that leads learners and its stakeholders from all parts of the world towards wisdom, Truth, and Christian values and to discover "Treasure Within" themselves. Via effective teaching and research pedagogies of international standards as well as community engagement, the University aims to form individuals to be intellectually competent, morally sound, and spiritually enriching, accountable, righteous, and service-minded citizens; excelling in serving communities comprising of diverse cultures.

Au UNIQUENESS

"An International Catholic University"

Au IDENTITY

- Ethics
- English Proficiency
- Entrepreneurial Spirit

THEODORE MARIA SCHOOL OF ARTS
(www.arts.au.edu)
VISION AND MISSION

Vision

An international community of business communicators in Thailand

Mission

Theodore Maria School of Arts will ensure that: the School will…
1. Enhance business language skills
2. Promote cultural awareness
3. Foster academic networking
4. Encourage ethical standards and practices

TAGLINE

เติมเต็มศิลป์ภาษา พัฒนาศาสตร์ธุรกิจ

Language Education, Business Inspiration

ARTS ORGANIZATIONAL CULTURE: More than faculty, we are family

• Open communication
• Mentoring system
• Dedication
• Caring
• Teamwork
• Commitment
• Resource sharing

Core Values
A = Adaptability
R = Responsibility
T = Togetherness
S = Sustainability

Core Competencies
Employability
Multiculturalism
Internationalization

Quality Assurance Process
Students should understand and apply the Quality Assurance Process in their study. The Plan-Do-Check-Act Cycle (PDCA) provides an easy but effective approach for problem solving and managing change, ensuring that ideas are appropriately tested before the full implementation. It can be used in all sorts of situations and can be clarified as follows:

Plan: Define the current problem, process, and issue and establish objectives and processes required to deliver the desired results.
Do: Implement the plans and new processes developed.
Check: Monitor and evaluate the implemented process by testing the results against the predetermined objectives.
Act: Apply actions necessary for improvement if the results require changes.

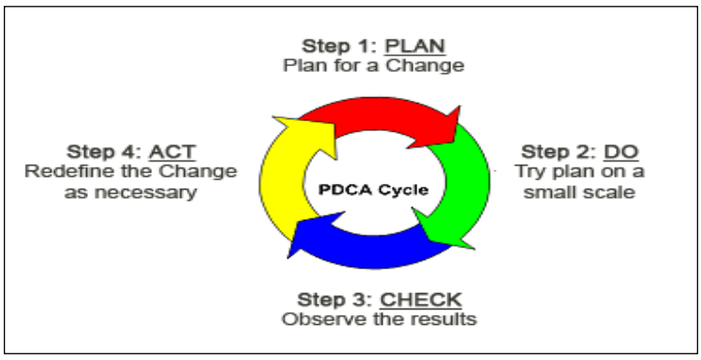


Figure 1: PDCA Cycle (http://www.swopehealth.org)

Plagiarism

Plagiarism is a serious academic offence, a serious breach of ethical conduct and is unacceptable student behavior. Students who plagiarize copying words or ideas without acknowledging the original writer of the words or ideas, will face disciplinary action. This will range from receiving an "F" in the subject to university suspension.