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

Course : FR 3583/FIB 3634 French for Hotel Services
Credit : 3 (3-0-6)
Status : Major Elective
Prerequisite : FR2513 French IV
Lecturer : A. Céline Villegas
Course Description : Various dialogues of French as used in hotels and restaurants, reception, services and message taking from inside and outside calls, French-Thai foods and beverages, French wine.

Course Learning Outcomes : This course aims to enable students to

1. Differentiate types, personals, services of Hotels related to hotel and restauration services.
2. Use appropriate vocabulary related to Hotel services
3. React positively to a simple conversation on a specific topic related to Hotel services, solving clients' queries and questions.
4. Plan menus, serve food and beverages according to standards of food service.
5. Accommodate guests from diverse cultural backgrounds

Corresponding Program Learning Outcome :

PLO 1	Identify basic concepts and contemporary issues through studies in disciplines of Arts, Humanities, Social Sciences, Sciences, and Technology.
PLO 5	Apply soft skills including leadership and teamwork, and entrepreneurial spirit to deal with demands/tasks in the workplace.
PLO 6	Demonstrate moral and ethical characters required for professional practices and global citizenship.

Teaching-Learning Activities : Lecture/ Discussion/ Role-play/ Assignments

Course Requirement : 80 % attendance (Maximum absences=6 times)

Mark Allocation

Class Participation/ Assignments	30%
Quizzes	20%
Mid-term Examination	20%
Final Examination	30%
Total	100%

Evaluation

80 - 100 = A	63 - 65 = C+
76 - 79 = A -	60 - 62 = C
72 - 75 = B+	56 - 59 = C-
69 – 71 = B	51 - 55 = D
66 – 68 = B-	0 – 50 = F

Références

1. **L'hôtellerie en français**, LATIFI (M), Editions Didier
2.**L'hôtel**, PACTHOD Alain, Hachette F.L.E.
3. **Objectif Express**, Béatrice TAUZIN, Anne-Lyse DUBOIS, Hachette

The last day to withdraw with a "W" is February 19, 2027

Plan de cours provisoire

Semaine	Thème
1	Introduction du cours/ Pre-Test
2	Le vocabulaire des différents types de logement / Classification des hôtels/ Les personnels d'un hôtel.
3	Réservation des chambres par téléphone/ Réserver une table au restaurant Les pronoms interrogatifs
4-5	Réserver par Internet/ Confirmer une réservation/ Refuser une réservation
6	Modifier ou annuler une réservation Les articles définis et indéfinis
7	Accueillir un client/Installer un client dans sa chambre/ Quiz 1 Écrire un mail de demande de réservation
8	Correction/Révision
Midterm : 8/01/2027 (9:00 - 11:00)	
9	Correction/ Présenter les équipements de l'hôtel Les pronoms personnels indirects
10	Produits et messages d'accueil/ accueillir au restaurant, au standard
11-12	Prendre une commande à l'étage/ Informer sur les curiosités locales Les articles partitifs Décrire un plat/ Prendre une commande au restaurant/ Du vin
13-14	Prépare le départ du client, présenter la note Les pronoms relatifs simples Rédiger un mail d'excuses Évaluer les prestations (1)
15	Évaluer les prestations (2) / Quiz 2/ Correction/Révision
Final : 10/03/2027 (9:00 - 12:00)	

Plan d'évaluation :

	Semaine	**Pourcentage**
1. Class Participation / Assignments	Toutes les semaines	**30**
2. Quiz 1	semaine 7	**10**
8. Quiz 2	semaine 15	**10**
9.Midterm	Après la semaine 8	**20**
10. Final	Après la semaine 16	**30**
	Total	**100**

Au VISION

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.

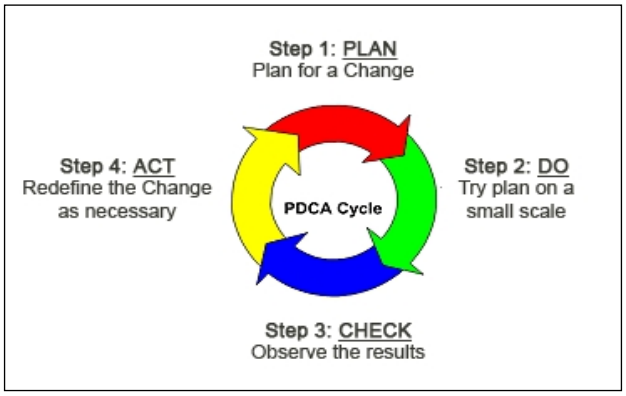


Figure 1: PDCA Cycle (http://www.swopehealth.org)

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.