

ESLNC-2: ESL FOR HOSPITALITY WORKERS

Effective Term

Fall 2025

CC Approval

03/07/2025

AS Approval

03/13/2025

BOT Approval

03/20/2025

COCI Approval

05/22/2025

SECTION A - Course Data Elements

CB04 Credit Status

Noncredit

CB22 Noncredit Category

English as a Second Language (ESL)

Discipline

Minimum Qualifications	And/Or
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English as a Second Language (ESL): Noncredit (Specific Degree and Professional Experience)

Subject Code

ESLNC - English as a Second Language Noncredit

Course Number

2

Department

English as a Second Language Noncredit (ESLNC)

Division

Language and Developmental Studies (LADS)

Full Course Title

ESL for Hospitality Workers

Short Title

ESL for Hospitality Workers

CB03 TOP Code

4930.80

CB08 Basic Skills Status

BS - Basic Skills

CB21 Prior Transfer Level

B - Two levels below transfer

CB09 SAM Code

E - Non-Occupational

Rationale

Updating course code and number.

SECTION B - Course Description

Catalog Course Description

This course is designed for hospitality employees interested in improving basic English skills in the workforce environment. The course will help prepare workers for entry-level jobs and other related positions. The emphasis will be on conversational skills; however, grammar and vocabulary development will also be addressed.

SECTION C - Conditions on Enrollment

Open Entry/Open Exit

Yes

Repeatability

Unlimited - Noncredit OR Work Experience Education

Grading Options

No Grade-Noncredit

Allow Audit

Yes

Requisites

SECTION D - Course Standards

Is this course variable hour?

Yes

Total Instructional Hours

48.00

Total Instructional Hours Maximum

64.00

Distance Education Approval

Is this course offered through Distance Education?

No

SECTION E - Course Content

Student Learning Outcomes

Upon satisfactory completion of the course, students will be able to:

1. Engage in basic conversations related to the hospitality environment.
2. Become familiar with the basic and necessary vocabulary and basic grammar concepts pertaining to hospitality workforce.

Course Objectives

Upon satisfactory completion of the course, students will be able to:

1. Express sentences and frequently used expressions related to areas that are of immediate relevance.
2. Communicate in simple and routine tasks that require a direct exchange of information with guests, managers and co-workers.
3. Describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need.

Course Content

- Beginning Level literacy and English pronunciation of alphabet
- Vowels
- Spelling
- Definition of Hospitality
- Basic literature related to hospitality careers

- Usage of and identification of cognates common in the hospitality environment
- Basic vocabulary appropriate for hospitality environment
- Directions related to work place
- Successful strategies for employees in the hospitality workforce
- Numbers-pronunciation and accuracy
- Days and months and expressing the date
- Introductions and greetings Seasons and common weather expressions
- Introduction of verb "to be"
- Object pronouns and statement sentences

Methods of Instruction

Methods of Instruction

Types	Examples of learning activities
Activity	Role play scenarios
Discussion	Small group discussions and pairs
Visiting Lecturers	Guest speakers

Methods of Evaluation

Methods of Evaluation

Types	Examples of classroom assessments
Quizzes	
Essays/Papers	
Oral Presentations	
Homework	

Assignments

Other Assignments

- Writing and reading with vocabulary related to the hospitality industry: Use of verbs in present tense, object pronouns and statement sentences.
- Conversation in pairs and small groups: Job duties and commonly used phrases when answering the phone and leaving messages clearly.
- Oral Presentations

SECTION F - Textbooks and Instructional Materials

Material Type

Other required materials/supplies

Description

Handout materials provided by the instructor

Course Codes (Admin Only)

ASSIST Update

No

CB00 State ID

CCC000588224

CB10 Cooperative Work Experience Status

N - Is Not Part of a Cooperative Work Experience Education Program

CB11 Course Classification Status

L - Non-Enhanced Funding

CB13 Special Class Status

N - The Course is Not an Approved Special Class

CB23 Funding Agency Category

Y - Not Applicable (Funding Not Used)

CB24 Program Course Status

Not Program Applicable

Allow Pass/No Pass

No

Only Pass/No Pass

No