



Degree  Bachelor's  Master's  Doctoral

**Lesson Plan for SSRU Next Blended Learning  
College of Hospitality Industry Management  
SuanSunandha Rajabhat University  
Degree Program- Bachelor Degree  
Program– Airline Business  
Semester1 Academic Year2021**

**Lecturer** Miss Rojanard Waramontri

**Course Code** IAC1303

**Course Title** English for In-flight and Ground Services

**Learning Management System(LMS)** Moodle

Link of Personal Website (Moodle)

[http://www.elic.ssrุ.ac.th/rojanard.wa/](http://www.elic.ssrु.ac.th/rojanard.wa/)

## Table of Contents

<b>Section</b>	<b>Contents</b>	<b>Pages</b>
Section 1	General Information	2
Section 2	Objectives and Purposes	3
Section 3	Course Structure	4
Section 4	Developing Student's Learning Outcomes	5
Section 5	Lesson Plan and Assessment	8
Section 6	Learning and Teaching Resources	13
Section 7	Course Evaluation and Improvement	14

## Section 1 General Information

**1. Code and Course Title:** IAL2303 English for In-flight and Ground Services

**2. Credits:** 3(3-3-6)

**3. Curriculum and Course Category :**

This course of Bachelor of Arts, International College, and SSRU is categorized in Airlines Business Major Elective Course.

**4. Lecturers:** Aj. Rojanard Waramontri

**5. Year / Semester**

Graduate Student Year 2 / Semester 1/2021

**6. Prerequisite Course**

None

**7. Co-requisite Course :**

None

**8. Learning Location**

Nakhon Pathom Learning Center

**9. Last Date for Preparing and Revising this Course:**

October 30, 2021

## Section 2 Aims and Objectives

### 1. Course Aims

At the end of this course, the student will possess to cognitive domain, psychomotor domain, and affective domain in the following areas of performance:

- 1.1 Improve communication skills, vocabulary, pronunciation and grammatical accuracy.
- 1.2 Basic grammatical structures and sentence patterns are used creatively and are usually well controlled.
- 1.3 Vocabulary range and accuracy are usually sufficient to communicate effectively on common, concrete, and work-related topics. Can often paraphrase successfully when lacking vocabulary in unusual or unexpected circumstances.
- 1.4 Produce stretches of language at an appropriate tempo.
- 1.5 Understand on common, concrete, and work-related topics when the accent or variety used is sufficiently intelligible for an international community of users.
- 1.6 Responses with immediate and appropriate information by clarifying and confirming.

### 2. Objectives for Developing / Revising Course (content / learning process / assessment / etc.)

English for In-flight Services aim to give flight attendants confidence in using the right English at every stage of the job in hand. This course shows the right thing to say in English on the right occasion. Moreover, it presents real job situations and typical passenger and cabin crew exchanges in which the language used is correct, authentic and actual. Each unit presents a different part of flight attendant's routine on board. By the time students finished this course, they should be confident about using clear and uncomplicated English to perform all normal duties on board, address passengers' problems, and handle difficult situations. This course will give students skills to make a better professional in helping to guarantee the safety and service to passengers.

### Section 3 Course Structure

#### 1. Course Outline

English for In-flight Services present real job situations and typical passenger and cabin crew exchanges in which the language used is correct, authentic and actual.

- The Listening section invites students to listen to a real dialogue, and answer questions on it to make sure they fully understand what is happening.
- The Writing section explores how to use key expressions in English.
- The Speaking section provides practice to make students confident of using the key expressions correctly.
- The Reading and Vocabulary sections help students to consolidate and build on the language they learn.

#### 2. Time Length per Semester (Lecture – hours / Practice – hours / Self Study – Hours)

Lecture	Practice/ Field Work/Internship	Self Study	Remedial Class
15 Hours	15 Hours	30 Hours	Upon request

#### 3. Time Length per Week for Individual Academic Consulting and Guidance Wednesday 1-4 pm. or by appointment

### Section 4 Developing Student's Learning Outcomes

<b>Learning Standards/Outcomes</b>	<b>Learning Activities</b>	<b>Learning Assessment</b>
<p><b>1. Ethics and Morals</b></p> <p>Understand discipline of people who work in Airline business and their culture.</p>	<p>1. Lecture with case study</p> <p>2. Self-study</p>	<p>1. Attendance</p> <p>2. Report of case study</p>
<p><b>2. Knowledge</b></p> <p>Students will have knowledge of English using on board especially for ensuring the safety and service to passengers.</p> <ul style="list-style-type: none"> <li>• Apply technical and information skills appropriate to their discipline or professional area</li> <li>• Understand the limitation of, and have the capacity to evaluate, their current knowledge</li> <li>• Learn both independently and cooperatively</li> <li>• Learn new skills and apply learning to new and unexpected situations</li> </ul>	<p>1. Lecture with case study</p> <p>2. Presentation and assignment</p> <p>3. Reading, Writing, Listening &amp; Speaking</p>	<p>1. Mid term</p> <p>2. Final Examination</p>

<b>Learning Standards/Outcomes</b>	<b>Learning Activities</b>	<b>Learning Assessment</b>
<p><b>3. Cognitive Skills</b></p> <p>Students will be able to communicate effectively across a range of context. Demonstrate oral, written, communication;</p> <ul style="list-style-type: none"> <li>• Present and summarize their ideas in written and oral;</li> <li>• Access, present info through assignment</li> </ul>	<ol style="list-style-type: none"> <li>1. Analyze the case study</li> <li>2. Group discussion</li> <li>3. Exhibit a project and presentation</li> </ol>	<ol style="list-style-type: none"> <li>1. Midterm and Final Examination</li> <li>2. Quiz and Test</li> </ol>
<p><b>4. Interpersonal Skills and Responsibilities</b></p> <p>Social skills: helping, trust building, conflict management, decision-making, leadership, learn to respect others people's opinion</p>	<ol style="list-style-type: none"> <li>1. Group work</li> <li>2. Self-study</li> </ol>	<ol style="list-style-type: none"> <li>1. Presentation</li> <li>2. Report</li> </ol>
<p><b>5. Numerical Analysis, Communication and Information Technology Skills</b></p> <p>The students have developed competencies in numeracy and information literacy.</p>	<ol style="list-style-type: none"> <li>1. E-learning</li> <li>2. Self-study</li> </ol>	<ol style="list-style-type: none"> <li>1. Quiz</li> <li>2. Report</li> </ol>

## Section 5 Lesson Plan and Assessment IAL2303 English for In-flight Services

### 1. Lesson Plan

<b>Week</b>	<b>Topic/Outline</b>	<b>Hours</b>	<b>Learning Activities and Medias</b>	<b>Lecturer(s)</b>
1/1	<ul style="list-style-type: none"> <li>• Course outline</li> <li>• The pre-flight briefing                             <ul style="list-style-type: none"> <li>- Meeting colleagues</li> <li>- Finding out about the flight</li> </ul> </li> </ul>	3	<ul style="list-style-type: none"> <li>• Lecture and Practice</li> <li>• Case study</li> <li>• Mini assignment</li> </ul>	Aj. Rojanard Waramontri
1/2	<ul style="list-style-type: none"> <li>• Welcome on board                             <ul style="list-style-type: none"> <li>- Welcoming passengers</li> <li>- Settling passengers in their seats</li> <li>- Demonstrating safety procedures and checking before take-off</li> </ul> </li> </ul>	3	<ul style="list-style-type: none"> <li>• Lecture and Practice</li> <li>• Case study</li> <li>• Role play</li> </ul>	Aj. Rojanard Waramontri
2/1	<ul style="list-style-type: none"> <li>• After take-off and into the flight                             <ul style="list-style-type: none"> <li>- Making the first announcements</li> <li>- Getting started</li> <li>- Helping to settle passengers</li> </ul> </li> </ul>	3	<ul style="list-style-type: none"> <li>• Lecture and Practice</li> <li>• Role play</li> <li>• Social skill and team work</li> <li>• Mini assignment</li> </ul>	Aj. Rojanard Waramontri
2/2	<ul style="list-style-type: none"> <li>• Food and drinks                             <ul style="list-style-type: none"> <li>- Giving a choice</li> <li>- Serving drinks</li> <li>- Duty-free sales</li> </ul> </li> </ul>	3	<ul style="list-style-type: none"> <li>• Lecture and Practice</li> <li>• Problem-Based learning and Hands-on</li> <li>• Role play</li> </ul>	Aj. Rojanard Waramontri



3/1	<ul style="list-style-type: none"> <li>• Minor passenger problems</li> <li>- Identifying passenger problems</li> <li>- Dealing with problems</li> <li>- Saying sorry</li> </ul>	3	<ul style="list-style-type: none"> <li>• Lecture and Practice</li> <li>• Role play</li> <li>• Mini assignment</li> </ul>	Aj. Rojanard Waramontri
<b>Week</b>	<b>Topic/Outline</b>	<b>Hou rs</b>	<b>Learning Activities and Medias</b>	<b>Lecturer(s)</b>
3/2	<ul style="list-style-type: none"> <li>• Is there a doctor on board?</li> <li>- Dealing with an on-board accident</li> <li>- Dealing with a serious medical incident</li> <li>- Reporting a medical incident</li> </ul>	3	<ul style="list-style-type: none"> <li>• Lecture and Practice</li> <li>• Problem-Based learning and Hands-on</li> <li>• Role play</li> <li>• Case study</li> </ul>	Aj. Rojanard Waramontri
4/1	<ul style="list-style-type: none"> <li>• In-flight emergencies</li> <li>- Taking charge in an emergency</li> <li>- Preparing for an emergency evacuation</li> <li>- Reporting an evacuation</li> </ul>	3	<ul style="list-style-type: none"> <li>• Lecture and Practice</li> <li>• Problem-Based learning and Hands-on</li> <li>• Role play</li> <li>• Case study</li> <li>• Mini assignment</li> </ul>	Aj. Rojanard Waramontri
4/2	Midterm Test	3	Exam paper	Aj. Rojanard Waramontri

5/1	<ul style="list-style-type: none"> <li>• Gracious Service Phrase</li> <li>- Welcome and seating</li> <li>- In-flight service</li> <li>- Descent and deplaning</li> <li>- Plan for exhibition board</li> </ul>	3	<ul style="list-style-type: none"> <li>• Student-centered: Constructivist approaches and Cooperative learning</li> <li>• Lecture and Practice</li> <li>• Case study</li> <li>• Mini assignment</li> </ul>	Aj. Rojanard Waramontri
5/2	<ul style="list-style-type: none"> <li>• Complaints and disruptive passengers</li> <li>- Responding to passenger complaints</li> <li>- Dealing with complaints</li> </ul>	3	<ul style="list-style-type: none"> <li>• Lecture and Practice</li> <li>• Case study</li> <li>• Role play</li> </ul>	Aj. Rojanard Waramontri
<b>Week</b>	<b>Topic/Outline</b>	<b>Hou rs</b>	<b>Learning Activities and Medias</b>	
6/1	<ul style="list-style-type: none"> <li>• Group presentation and exhibition board “Gracious Service Phrase”</li> </ul>	3	<ul style="list-style-type: none"> <li>• Student-centered: Constructivist approaches and Cooperative learning</li> </ul>	Aj. Rojanard Waramontri
6/2	<ul style="list-style-type: none"> <li>• Group presentation and exhibition board “Gracious Service Phrase”</li> </ul>	3	<ul style="list-style-type: none"> <li>• Student-centered: Constructivist approaches and Cooperative learning</li> </ul>	Aj. Rojanard Waramontri
7/1	<ul style="list-style-type: none"> <li>• Preparing for landing</li> <li>- Making final announcements and checks</li> <li>- Giving information about delayed landings</li> <li>- Getting through the final ten minutes</li> </ul>	3	<ul style="list-style-type: none"> <li>• Lecture and Practice</li> <li>• Case study</li> <li>• Role play</li> <li>• Mini assignment</li> </ul>	Aj. Rojanard Waramontri

7/2	<ul style="list-style-type: none"> <li>Saying goodbye</li> <li>- Arriving at the gate and disembarking the passenger</li> <li>- Taking part in the crew debriefing</li> </ul>	3	<ul style="list-style-type: none"> <li>Lecture and Practice</li> <li>Case study</li> <li>Role play</li> </ul>	Aj. Rojanard Waramontri
8	Final Examination	3	Exam paper	Invigilator
<b>Total of Hours</b>		30		

## 2. Learning Assessment Plan

	<b>Learning Outcome</b>	<b>Assessment Activities</b>	<b>Time Schedule (Week)</b>	<b>Proportion for Assessment (%)</b>
1	<b>Ethics and Morals</b>	Attendance Uniform standard	1-8	10%
2	<b>Knowledge</b>	Midterm Test Final Examination	4 8	25% 25%
3	<b>Cognitive Skills</b>	Assignment, Report, and Presentation  - Home work on 10 case studies. (2 points each)	1,2,3,4,5,7	20%
4	<b>Interpersonal Skills and Responsibilities</b>	Group work  - Exhibition board "Gracious Service Phrase"	1,2,3,4,5,7	10%

5	<b>Numerical Analysis, Communication and Information Technology Skills</b>	Group work, Presentation, E- Learning  - Group presentation “Gracious Service Phrase”	1,2,3,5,6,7	10%
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## Section 6 Learning and Teaching Resources

### 1. Textbook and Main Documents

Sue Ellis and Lewis Lansford (2010). English for Cabin Crew. China:Oxford University Press.

Terence Gerighty and Shon Davis (2009). English for Cabin Crew. UK:Heinle, Cengage Learning EMEA

### 2. Important Documents for Extra Study

### 3. Suggestion Information (Printing Materials/Website/CD/Others)

[http://library.customerservicezone.com/Customer\\_Service\\_-\\_Airline\\_Industry/](http://library.customerservicezone.com/Customer_Service_-_Airline_Industry/) (Topic of “Customer Service – Airline Industry”)

[http://www.emirates.com/english/flying/flying\\_with\\_emirates.aspx](http://www.emirates.com/english/flying/flying_with_emirates.aspx)

<http://www.thaiairways.com/thai-services/in-the-air/en/inflight-services.htm>

## **Section 7 Course Evaluation and Revising**

### **1. Strategies for Course Evaluation by Students**

Evaluation sheet

Behavior of students in class and uniform standard

Students' suggestion during the class

### **2. Strategies for Course Evaluation by Lecturer**

Exam result

### **3. Teaching Revision**

Classroom research

### **4. Feedback for Achievement Standards**

Evaluation based on quizzes, paper, presentation, semester paper

### **5. Methodology and Planning for Course Review and Improvement**

Encourage the students to do essential and external reading and submit paper and presentation on time. Find further study and information related to this course in library as well as internet.