SYLLABUS

I. General Information:

COURSE TITLE: CONVERSATIONAL ENGLISH FOR OFFICE PERSONNEL

COURSE CODE: BUSINESS ENGLISH 3025 (INCO 3025)

CONTACT HOURS: TWO CONTACT HOURS PER WEEK – 30 CONTACT HOURS PER SEMESTER

CREDITS: ONE CREDIT (1 CREDIT)

REQUISITES: HAVE APPROVED BASIC ENGLISH COURSES: INGL 3101 AND INGL 3102, OR EQUIVALENCE

II. Course description:

This course is designed for students of the Office Systems Program. Students are trained in listening and speaking skills in various office situations.

III. Course objectives:

Students are exposed to relevant office situations and are expected to react efficiently with at least a 70% accuracy in the following situations:

1. Get meaning of vocabulary by listening in context
2. Build dialogue practice on themes related to the office.
3. Listen, respond, and react to telephone conversations related to topics discussed in class.
4. Requesting information by means of the telephone, chat, and/or memo among other possibilities.
5. Differentiate between a formal and informal speech.
6. Engage in situations requesting information, action, placing orders, recommendations, and other office situations.
7. Reading and dictating numbers (in addresses, phone, zip codes, dollar amounts – hundred thousands, and other situations) with correctness.
8. Apply listening, speaking, reading, and writing skills necessary to create effective note taking.
10. Plan a business trip and make all necessary arrangements with a travel agency and/or Internet. (includes but not limited to Air fare,
IV. Tentative working schedule and time distribution

<table>
<thead>
<tr>
<th>Teaching-Learning Activity I</th>
<th>2 hours</th>
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<tbody>
<tr>
<td>Course Introduction</td>
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<tr>
<td>Syllabus Discussion</td>
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<tr>
<td>Getting Acquainted</td>
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<tr>
<th>Teaching-Learning Activity II</th>
<th>10 hours</th>
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<tbody>
<tr>
<td>Building Vocabulary</td>
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<tr>
<td>Introducing Telephoning (Before and After)</td>
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<td>Incoming and Outgoing Phone Calls</td>
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<td>Building Dialogues</td>
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<td>Familiarizing with Idiomatic Expressions</td>
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<td>Local and International Telephoning</td>
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<tr>
<th>Teaching-Learning Activity III</th>
<th>10 hours</th>
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<tr>
<td>Analyzing Business Situations and Discussing Possible Solutions</td>
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<td>Using Formal Language</td>
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<td>Participating Actively in Formal Conversations</td>
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<td>Communicating Effectively / Increasing Vocabulary</td>
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<tr>
<td>Building Dialogues with Idiomatic Expressions</td>
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<td>Editing Written Dialogues / Re-Writing Dialogues</td>
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<tr>
<th>Teaching-Learning Activity IV</th>
<th>8 hours</th>
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<tr>
<td>Reading Numbers Accurately</td>
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<tr>
<td>Note taking Principles / Effective Message Delivery</td>
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<tr>
<td>Planning a Business Trip / Formal Arrangements</td>
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<td>Managing a Budget for a Formal Business Trip</td>
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<tr>
<td>Efficient Persuasion / Telemarketing on the Phone</td>
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<td>Negotiating on the Telephone</td>
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**Total Contact Hours: 30 Hours**

V. Instructional strategies

The professor will use an eclectic approach in the teaching of the concepts for this course. These experiences may include but not be limited to the following:
presentations, conferences, dialogues, oral and written reports, group work, cooperative and collaborative tasks, workshops, and discussion groups among others.

**LIBRARY INSTRUCTION:** All students are required to visit the library regularly to seek for information related to the various topics discussed in class. These searches will include but not be limited to books, magazines, periodicals, journals, Internet, videos, movies, and electronic media among others.

**VI. Learning resources**

Students will be impacted with the use of technology and its software in the presentation of the concepts throughout the course. These will also serve as examples in the preparation of students’ oral and written reports. Other teaching–learning devices will be encouraged, such as: Internet, TV, DVD, transparencies, and overhead among others.

**VII. Evaluation strategies**

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<tbody>
<tr>
<td>Tests (2) *Dialogues Construction</td>
<td>Quizzes Class Attendance Informal Oral Reports Homework</td>
<td>Final Written Report, which could substitute the Final Test. Planning a Business trip</td>
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**VIII. Grading system**

- 100 – 90 = A
- 89 – 80 = B
- 79 – 70 = C
- 69 – 60 = D
- 59 – 0 = F

**IX. Norms of the course**

1. Attendance to Class is Compulsory. Punctuality to class is extremely important. Avoid late arrivals as well as need for leaving early, you will be marked absent for the time you are not in. Avoid interrupting the teaching-learning process.
2. **Three or more non-excused absences seriously interfere with academic achievements** as well as the exposition and discussion of themes in class. Therefore, three or more non-excused absences could lead to a reduction of a student’s final grade.

3. Attendance to all class sessions and participation is essential to successfully completing this course.

4. Students with conditions that may require them to leave the class momentarily should inform the professor.

5. **Please keep your cell phones turned off or noiseless. Avoid embarrassment.** You are not excused from class to attend personal phone calls.

6. It is absolutely prohibited to invite family, friends or other people who are not officially registered in the course or duly authorized by institutional officials.

7. **Students’ with special needs and or participants of programs such as “Law 51”, vocational rehabilitation, special education or other similar programs should inform your professor for necessary arrangements.**

8. **You must purchase the required texts and bring them to class.** Remember that photocopying a book with the intention of not buying it is a federal crime and will not be sponsored, under any excuse or pretense, in this course.

9. Student behavior in the classroom must be in accordance to the norms stated in Article 14 of the General Norms of Students of the University of Puerto Rico. It is all students’ responsibility to read these norms, especially those that are related to behavior and conduct within the premises of the University. All individuals are to be treated with respect.

X. **Bibliography**

Some of the following references are older than five years, but have been kept because they provide some valuable insights that are beneficial for this course.
TEXTS

Materials will include Internet videos, websites, articles, etc., as well as newspapers, magazines, professional journals, and other reference materials. The professor will place any handouts at the reserve (on-line) section of the library; these will be announced. Students are highly encouraged to utilize the text and electronic resources listed below.

XI. References


**Vocabulario económico y comercial : español/inglés, English/Spanish**
Publisher: Madrid: Espasa Calpe, c1995.


**ON-LINE RESOURCES:**

http://www.youtube.com
Watch all kinds of videos to practice listening, speaking, reading, and writing.

http://prezi.com/
“Be a great presenter. Create zooming presentations that make you more engaging and memorable.”

http://about.com
Find short, relevant and interesting articles about almost anything!

http://www.ehow.com
Find out how to do almost anything by asking “how dot com.”

http://deepenglish.com/7-day-course?gclid=CNTO1_Pjxb4CFVEOOgodCA4Acg
Free, seven day, online English listening and speaking course.

Watch these videos for public speaking fundamentals.

http://www.businessenglishsite.com/
“BusinessEnglishSite.com is one of the best (and most popular) places online to learn and practice modern Business English.”

http://www.eslgold.com/
“ESLgold.com provides thousands of pages of free information and resources for both teachers and students. All materials are organized by skill and level for quick and easy access.”

http://www.eslamerica.us/
“The English language website where everything has sound!”

Practice dictation, conversation, and much more.

http://www.word-reference.com
Find the translation, definition, and pronunciation of words using this tool.
En H. Wilson
http://vnweb.hwwilsonweb.com

- Childrens Catalog
- Childrens Catalog Archives
- Current Biography Illustrated
- Essay & General Literature
- Readers Guide
- Readers Guide Retro

En Ebsco
http://web.ebscohost.com

- Communication & Mass Media
- Fuente Académica
- Master File Premier
- Newspaper Source

En Thomson & Gale
http://www.galeiberoamerica.com/upr

- Literature Resource Center
- MLA Directory of Periodicals Search
- Gale Virtual Reference Library
- Informe académico

En Proquest
http://proquest.umi.com

- Dissertations and Theses
- Research Library
- Research Library Core

http://www./kcg.com/upr/index.html

Revised by: Prof. Yazmín Sánchez Reyes