

ITEM	DETAILS	
1. Title of subject	STAMFORD SPOKEN ENGLISH	
2. Subject code	SAL102	
3. Status of subject	College Course	
4. Stage	Year 3	
5. Credit Hour	2	
6. Pre-Requisite	None	
7. Assessment	100% Coursework Telephone Skills 1 15% Telephone Skills 2 15% Service Encounter Skills 1 15% Social Interaction Skills 30% Class Participation 10% Service Encounter Skills 2 15%	
8. Semester	Semester 2	
9. Objective of subject	To enable students to: Enhance the communication skills in English.	
10. Synopsis of subject	Demonstrate ways on how to communicate efficiently, be it through the various media of telecommunications or through face-to-face interaction; Learn important telephone, social interaction skills, service encounter skills, etc.	
11. Details of subject	Contents	Hours
Week 1 and 2	Unit 1 : Environment	4
	Learning Outcomes: At the end of the lesson, students will be able to 1. discuss matters concerning environment 2. obtain information 3. negotiate 4. arrive at a compromise.	
	Activity: Role-plays and group discussions.	
Week 3 and 4	Unit 2 : Accommodation	4

	<p>Learning Outcomes: At the end of the lesson, students will be able to 1. discuss matters concerning accommodation 2. obtain information 3. negotiate 4. arrive at a compromise.</p> <p>Activity: Role-plays and group discussions</p>	
Week 5 and 6	Unit 3 : Dining out	4
	<p>Learning Outcomes: At the end of the lesson students will be able to 1. discuss matters concerning eating out 2. obtain information 3. negotiate and 4. arrive at a compromise.</p> <p>Activity: Role-plays and group discussions</p>	
Week 7 and 8	Unit 4 : Holiday	4
	<p>Learning Outcomes: At the end of the lesson students will be able to 1. discuss matters concerning holiday 2. obtain information 3. negotiate 4. arrive at a compromise.</p> <p>Activity: Role-plays and group discussions</p>	
Week 9 and 10	<p>Oral presentation :</p> <p>Choosing the right topic</p> <p>Outline</p> <p>Introduction, body and conclusion</p> <p>Visual aids</p> <p>Delivery</p>	4
	<p>Learning Outcomes: At the end of the lesson, students will be able to 1. prepare and deliver an oral presentation effectively.</p> <p>Activity: Lectures, discussions, information search, writing</p>	
	<p>Further reading for this lesson: Dale, P., & Wolf, J. C. (1988). <i>Speech Communication for International Students</i>. New Jersey: Prentice Hall.</p>	
Week 11 and 12	<p>Debating :</p> <p>How to present points of view / arguments</p> <p>Searching for information</p> <p>Developing arguments with logical support.</p>	4
	<p>Learning Outcomes: At the end of the lesson, students will be able to 1. develop good arguments and take part in debates.</p> <p>Activity: Lectures, discussions, information search, group work.</p>	
	<p>Further reading for this lesson: Internet site.</p>	
Week 13 and 14	<p>Individual oral presentation (assessment)</p> <p>Taking part in debate (assessment)</p>	4

	<p>Learning Outcomes: : At the end of the lesson, students will be able to deliver a well-prepared oral presentation and to take part in debate on a pre-assigned topics.</p>	
	<p>Activity: Oral presentation and debating.</p>	
	<p>Total</p>	<p>28</p>
<p>12. Text</p>	<p>Reference Boeckner, K., & Brown, P. C. (1993). <i>Oxford English for Computing</i>. UK: Oxford University Press.</p> <p>Rooks, G. (1988). <i>The Non-Stop Discussion Workbook</i> (2nd ed.). New York: Newbury House.</p>	