

Review of Performance: (ELL160 Situational Japanese for Hospitality and Tourism, Fall 2013, 11 students)
 Submitted by: Akiko Kamikubo

SLO#	Program SLO#	I, D, M	Reflection/Comment
1.1 Recite and demonstrate exchange phrases for the telephone operator.	PLO #7. Communicate in basic Japanese for lodging, food service and tourism provider guest services.	I = 2 students D = 9 students	Students took 1 demonstration test and 1 quiz, in which the students demonstrated how to make conversations as a telephone operator in a restaurant.
1.2 Recite and demonstrate exchange phrases for welcoming guests.		I = 4 students D = 7 students	Students took 1 demonstration test and 3 quizzes, in which the students demonstrated how to make conversations to welcome and escort Japanese customer in a restaurant.
1.3 Recite and demonstrate exchange phrases for escorting guests to tables.		D = 11 students	Students took 1 demonstration test and 5 quizzes, in which the students demonstrated how to make conversations as a waitress in a restaurant.
1.4 Recite and demonstrate exchange phrases in table service.		I = 3 students D = 8 students	Students took 1 demonstration test and 2 quizzes, in which the students demonstrated how to make conversations as a cashier and a clerk in a restaurant.
1.5 Recite and demonstrate exchange phrases in food/beverage service.			
1.6 Recite and demonstrate exchange phrases for paying checks.			
1.7 Recite and demonstrate exchange phrases in dealing with complaints.			
1.8 Recite and demonstrate exchange phrases for giving information.			
2.1 Recite and demonstrate exchange phrases for the telephone operator.	I = 2 students D = 9 students		Students took 1 demonstration test and 1 quiz, in which the students demonstrated how to make conversations as a front desk operator in a hotel.
2.2 Recite and demonstrate exchange phrases for welcoming guests.			
2.3 Recite and demonstrate exchange phrases for reservation operator.			
2.4 Recite and demonstrate exchange phrases for front desk operator.			
2.5 Recite and demonstrate exchange phrases for bell hop services.	I = 1 student		Students took 1 demonstration test and 5 quizzes, in which the students demonstrated how to make conversations for check in/out and baggage delivery in a hotel.
2.6 Recite and demonstrate exchange			Students took 1 demonstration test and 1 quiz, in

phrases for information desk operator.		D= 10 students	which the students demonstrated how to make conversations when Japanese customers have some inquiries in a hotel.
2.7 Recite and demonstrate exchange phrases for the room service worker.			

Additional observations: N/A

Special comments: 4 students received an A, 4 students received a B, 2 students received a C, and 1 student received a D.

Recommendations: Tutoring must be helpful for slow learner to catch up the class.

Signature: Akiko Kamikubo
Akiko Kamikubo, Japanese Instructor

Date: 12/3/13

Please check which of the following were assessed in this course:

Institution Student Learning Outcomes:

COM-FSM graduates will demonstrate:

- a. Effective oral communication
- b. Effective written communication
- c. Critical thinking
- d. Problem solving
- e. Intercultural knowledge and competence
- f. Information literacy
- g. Foundations and skills for life-long learning
- h. Quantitative Reasoning