



Spring 2025

COURSE: Japanese for Tourism (JA 215; 4cr)

COURSE DESCRIPTION: This course is to develop Japanese language skills and cultural knowledge for use in the tourism industry on Guam. Prerequisite: JA101 with a grade of C or better or equivalent; or instructor's consent.

Instructor: Yuka Iwata, Ph.D.
 E-mail: yiwata@triton.uog.edu
 Phone: 671-735-2804
 Classroom: HSS 106
 Moodle: JA215 - SP25 - Y. IWATA
 Time: M/W 11:00-12:40
 Office Hours: See Moodle

Please note that you must be able to read *hiragana* and *katakana*.
 No Roman characters are used in this class.

STUDY MATERIALS (Required):

- Iwata, Y. (2010). *Japanese for Tourism Professionals*. Osaka: Union Press. (A modified version of this book is available on Moodle.)
- Nishiyama, K. (1996). *Welcoming the Japanese visitors: Insights, tips & tactics*. Honolulu: University of Hawaii Press.

COURSE OBJECTIVES: Upon completion of the course, students will be able to demonstrate proficiency in the following three communicative components.

1. Linguistic Component

- Internalize and use vocabulary, phrases and expressions with the appropriate level of politeness
- Demonstrate fluency in customary and routine expressions
- Comprehend and respond effectively to basic customer/guest needs, including more complex tasks such as lodging, transportation, and shopping
- Engage in spontaneous face-to-face interaction confidently

2. Sociocultural Component

- Develop familiarity with Japanese social norms and cultural values
- Practice verbal and nonverbal communicative behaviors appropriate to Japanese culture

3. Hospitality and Tourism Component

- Understand key protocols in hospitality and tourism
- Recognize the importance of using polite expressions in professional settings

STUDENT LEARNING OUTCOMES:

Program Learning Outcomes (PLOs)	Institutional Student Outcomes (ILOs)			
	Mastery of Critical Thinking and Problem Solving (#1)	Effective Oral and Written Communication (#3)	Understanding and Appreciation of Culturally Diverse People, Ideas and Values in a Democratic Context (#4)	An Interest in Personal Development and Lifelong Learning (#7)
PLO #1 Develop proficiency of language skills of listening, speaking, reading, and writing in three modes of communication (interpersonal, interpretive, and presentational.)	✓	✓		✓
PLO #2 Develop Japanese language proficiency to “Intermediate-high” level according to the ACTFL proficiency guidelines.	✓	✓		✓
PLO #3 Develop skills for effective intercultural communication with Japanese people.	✓	✓	✓	✓
PLO #4 Gain knowledge and understanding of Japanese culture.	✓	✓	✓	✓
PLO #5 Demonstrate understanding of the concepts of culture through comparisons of Japanese culture and their own.	✓		✓	✓

CLASS FORMAT:

The class meets face-to-face, although some coursework will be assigned online.

EVALUATION PROCEDURES:

This course provides an overview of Japanese language and culture, both of which are essential for successful communication. Grades will be based on class attendance, participation, quizzes, homework, discussion leadings (presentations), and exams. The final grade will be determined using the scale shown below. (You may use the grade score sheet on page 6 to track your progress.)

Attendance & Participation	10%
Quizzes	15%
Homework	10%
Discussion leading	15%

A+ (97-100), A (93-96), A- (90-92)
B+ (87-89), B (83-86), B- (80-82)
C+ (77-79), C (70-76), D (60-69)
F (<59)

Speaking exams (2)	30%
Final	20%

ATTENDANCE/PARTICIPATION

Attendance and participation in class are required. If you are late more than 20 minutes, you will be deducted 0.5 points. If your total absence exceeds more than four (4) days, you will be asked to withdraw this course or receive F grade. You are expected to notify your instructor **before** the beginning of class if you will be absent due to illness or unavoidable business. If you cannot do it before the class due to an unpredictable matter and your absence is unavoidable and legitimate (Please see page 5 for Criteria of Excused or Unexcused Absences/Reasons), please **submit an official document** (doctor's note, notification of jury duty, etc.) from your second absences. You are responsible for getting any information or handouts which had been already provided in class.

QUIZZES

There will be quizzes to check your understanding of the work that have been introduced in class, so keep up with your work. Each quiz is given at the beginning of the class period. No make-up quizzes are given; however, your two lowest quiz scores will be dropped at the end of the term.

HOMEWORK

At the end of every unit in the main textbook, you are assigned to complete a *Self-test*. **Handwrite your answers** in a blank sheet of paper. Do NOT type. Answer keys of the self-test are already provided in the textbook, so **check and correct your answer every time you finish with a red pen**. Grades will be made based on the amount of your work (not the performance of the work). No late homework will be accepted for credit without consulting with (or prior consent of) the instructor. Therefore, if you know ahead of time that you will be unable to attend class, you are encouraged to turn in your homework early. If you cannot meet the deadline, please request for extension prior to the deadline.

DISCUSSION LEADING

Each student will deliver one or two presentations based on the assigned reading material and/or their own research on the given topic. Presentations will include leading discussion and conducting a subsequent question & answer session. Each presentation should not exceed more than 20 minutes (15 minutes presentation and 5 minutes for Q&A).

The presenter is responsible for:

1. Delivering the topic effectively. Read the assigned materials thoroughly and gather additional relevant information to make your presentation more informative.
2. Preparing quiz questions. Create five questions based on the topic and email them to you instructor by the deadline. (See the course schedule).
3. Creating and providing handouts. Prepare handouts to help classmates review and prepare for the quiz.

EXAMS

There are two 15-minute oral exams, and a 50-minute final exam based upon the functions and cultural knowledge introduced in the class. You will be graded on your communicative skills along with appropriate cultural manners, but accuracy, fluency, and expansion will also be considered.

CHEATING & PLAGIARISM:

Your exams and quizzes are NOT open-book, and the textbook or notes of any kind are NOT allowed to be used during exams or quizzes. Any student who copies someone else's work or uses on-line translation tool is given no grade for the assignment. "F" grade is given for the second offense.

EXPECTATIONS:Preparation:

- Check the contents of upcoming class on course schedule and preview PowerPoint slides (posted on Moodle). Read textbook or/and study materials prior to scheduled online sessions.

In class:

- Come to class on time.
- If you carry any electric devices, please place them in your bag. **A cell phone has to be turned on silence mode and placed in bag.** If you are expecting an emergency call, please notify the instructor before the class starts.
- Don't use pens. **Use pencils.**
- Bring your own materials (textbooks, course packet, pencils, etc.) so that you do not need to ask or bother your classmate to share.
- Respect others. Show consideration towards the instructor and classmates. Misbehaviors and disrespectful actions (including chatting with classmates in English, use of inappropriate words in any languages, sleeping, and texting, etc.) are not tolerated.
- Placing hands in pockets is not allowed in Japan.

After class:

Review and practice what you learned, and **do your homework.**

ADA ACCOMMODATION:

For individuals covered under the ADA (Americans with Disabilities Act), if you are a *student* with a disability requiring academic accommodation(s), please contact the Student Counseling and Advising Service Disability Support Services Office to discuss your confidential request. A Faculty Notification letter from the Disability Support Services/Student Counseling and Advising Service Accommodation counselor will be provided to me. To register for academic accommodations, please contact or visit Sallie S. Sablan, DSS counselor in the School of Education, office 110, disabilitysupport@triton.uog.edu or telephone/TDD 671-735-2460.

CRITERIA OF EXCUSED OR UNEXCUSED ABSENCES/REASONS

Although the instructor makes the final decision whether an absence is excused or unexcused, here are some criteria. Your first two day-absences are excused but from the third time, please note that **all absences must be verified with appropriate documents** or the absence becomes unexcused.

Excused Absences

In general, excused absences include (but not limited to):

- Personal illness or injury (If no visitation to medical facility is made, please bring a letter from your parent.)
- Medical or dental appointments
- Illness or death in the family
- Funeral services for a member of the immediate family or relative
- Serving on jury duty
- Personal court appearance; appointments for court
- Participating in religious activities
- Participating in a sport competition as a member of national team
- Military training

Unexcused Absences

Here are some examples of **unexcused** absences.

- Experiencing transportation problems at home or on the way to school
- Going to work
- Babysitting and taking care of family members
- Oversleeping
- Any form of recreation including going on (family) vacation and attending club or sport activities
- Working on school projects or doing homework
- Not being able to find transportation
- Repairing car or household items
- Attending a job-related training or seminar

GRADE SCORE SHEET (For your record)

Speaking Exams	Score
Unit 3 (15%)	
Units 4 & 5 (15%)	
Final (20%)	
Total	/50%

Discussion Leading	Score
Making a quiz (2%)	
Handout/material (3%)	
Presentation (10%)	
Total	/15%

Homework (Self-test)	Score
Unit 1	
Unit 3	
Unit 4	
Unit 5	
Total	/10%

Attendance (the dates of absence)
#1
#2 (Submit the official documents for excused absence.)
/10%

Quizzes (25%)

Language (Vocabulary and phrases)

#1	#2	#3	#4	#5	#6	#7	#8	#9	Total

Culture (Discussion Readings)

#1	#2	#3	#4	#5	#6	#7