



Walters State Community College Course Syllabus

Course Information

Course Number and Name: SPAN 1005 Spanish Commun Hsptlty Indust

Section ID: 80980.202380

Semester and Year: Fall 2023

Credit Hours: 3

Start Date: August 21, 2023

End Date: December 08, 2023

Course Format: WEB - Web Classes

Catalog Course Description: This introductory course is designed for the food and beverage and hotel industry. It provides basic communication and cross-cultural skills in the Spanish language, to be more confident working in an organization with a diverse staff. This course includes industry specific vocabulary, key cultural differences, and team building tips. The emphasis will be on conversational skills that are appropriate in hospitality settings. This course does not satisfy the foreign language requirement for any other degree.

Meeting Details: TBD

Course Drop Deadline: October 27, 2023

Instructor Information

Name: Leonel Glees

Role: Instructor

Office Location: Virtual

Office Hours: TBA by appointment

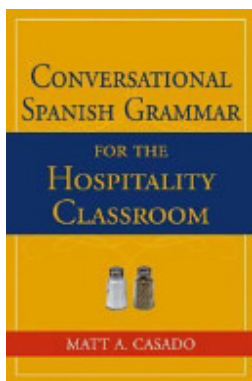
Office Phone: 6195079128

Email: Leonel.Glees@ws.edu

Supervisor Name: Erika Stevens

Supervisor Phone: 865-774-5830

Required Textbook(s) and Materials



Conversational Spanish Grammar for the Hospitality Classroom

ISBN: 9780470073407

Authors: Matt A. Casado

Publisher: Wiley

Publication Date: 2006-10-11

Additional Information

Be sure the textbook your order matches the picture given.

Supplemental or Optional Materials

You will need an audio recording device on your computer, tablet, or phone.

Various other websites as needed.

Student Learning Outcomes/Objectives

- Upon successful completion of this course, students will be able to:
 1. Conjugate verbs in third person in the present, preterit, imperfect, and limited advanced tenses.
 2. Understand Spanish grammatical constructions in sentences and questions.
 3. Manipulate vocabulary orally and in written form.
 4. Recognize cultural items and behaviors of the Spanish-speaking world related to the hospitality field.
 5. Incorporate Spanish pronunciation in speech.

Instructional Approach and Methods

1. Videos of grammar explanations by instructor.
2. Oral interchanges with instructor and other Spanish speakers/students.
3. Textbook exercises and other writing assignments.
4. On-line activities and assignments.

5. Readings.

6. Listening comprehension.

Assessment, Evaluation and Testing Procedures

12 discussions @ 10 points each - 10% of overall grade

12 assignments @ 100 points each - **10% of overall grade**

12 audio recordings @ 5 points each - **15% of overall grade**

3 oral projects @ 100 points each - **20% of overall grade**

1 cultural project @ 100 points - **10% of overall grade**

12 quizzes, points vary - **15% of overall grade**

4 tests @ 100 points each - **20% of overall grade**

Grading Scale

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

Assignments

Discursos (Discussion Boards): You will be assigned several discussion board topics that will tie into the vocabulary and grammar that we will be covering. The posts to the discussion board must be in Spanish unless instructed otherwise. You will also need to comment on at least 2 other students' discussions. You are not there to correct their Spanish, but rather to promote an exchange of ideas or discussion of the topic. There is also a "Preguntas" discussion board that is open for any and all Spanish questions. This is not graded and can be in English or Spanish. Please post any questions that you have on this discussion board and I will reply within 48 hours. Other students may also reply to these questions.

Tarea (Assignments): On due dates indicated on the course calendar, please have all indicated HW activities completed and submitted to the Assignment. Once the homework is received, then I will post

the answers to the homework so you can check your homework and fix any problems/errors you might have had. You will then need to resubmit the homework to the corrected Dropbox folder. You will need to type your answers into a word document of some type. If you save it as a .rtf (rich text file), then I should be able to open it from a variety of different programs.

Oral Recordings: You will be assigned oral recordings for each chapter/topic covered. All oral recordings must be in Spanish. These oral recordings will need to be submitted to the appropriate Dropbox by the due date. Oral animations will be graded on your completion of assigned tasks, grammar, pronunciation, and vocabulary. You will be asked to submit an introduction recording to make sure that your audio recording program is compatible with what the instructor can access. It is recommended that you save your file as an .mp3, .mp4, .wav, or .ogg.

Oral Projects: You will be assigned three oral projects, one at the end of each section, to demonstrate your understanding of the grammar and vocabulary that you have studied as well as your pronunciation and cultural sensitivity. These will require pictures, subtitles, or captions, as well as a voice-over that you will record. An instructional video is provided to help you use the various technologies available.

All oral projects must be in Spanish. These oral projects will need to be submitted to the appropriate Dropbox folder by the due date. You will be graded on completion, technical quality, vocabulary, pronunciation/fluency, and cultural aspects. It is recommended that you save your file as a .mp3, mp4, .wav, or .ogg.

Pruebas (Quizzes): All quizzes are located under the “Quizzes” tab. The due dates for the quizzes are listed on the course calendar. Quizzes will test your comprehension of the vocabulary and grammar presented in each chapter.

Exámenes (Tests): You will have a mid-term and a final exam. Both of these exams will have to be proctored, either by your institution’s testing center or via ProctorU. These will be comprehensive exams that will cover all of the material covered up to that date in the course. Review sheets will be provided for study purposes the week before the test is scheduled to occur.

Cultural Project: In this project, you will combine everything that you learned during the semester about the culture in Spanish for Hospitality Services. You will be required to contact a business or organization that employs Spanish-speakers to request an interview with the supervisor/manager who works with these employees. You will need to type up a 2-3 page document that includes the basic information from the interview, a summary of the interview, and your thoughts/impressions from the interview. This cultural project will be submitted to the appropriate Dropbox before the last week of the semester (before the final exam week).

Class Participation

Students are expected to participate in every aspect of this class. You should log in and complete assignments on a weekly basis. Assignments are posted every Monday morning and are due every Sunday evening. Be sure to check that you have completed all assignments for the week before the end of the day on Sunday.

Course and Class Policies/Procedures

All work is expected to be completed by the end of the day on the date that it is due. If you have issues that prevent you from completing your weekly assignments, you must contact your instructor as soon as possible. It is your responsibility to contact your instructor if you will be without internet access and unable to complete your work. Late work will have a penalty of 5% per day. Some extensions for full credit will be allowed given the circumstances documented and presented to the instructor in a timely manner.

Academic Program Standards/Policies/Accreditation Information

*I will respond to all emails/phone calls within 24 hours, except on weekends when it may take 48 hours. Thus, I would recommend that you do not wait until the last minute to complete the weekly work since if you have a problem, I may not be able to reply before the due date.

*Graded work will be visible under the "Grades" tab in eLearn within one week of the work being turned in.

*Netiquette – I expect all students (and myself) to be respectful when communicating with each other or with me during this class. Please do not post anything offensive or insulting. I want this to be an encouraging learning experience. You are also not to use any personal information shared in this class with others outside the class. That being said, don't share anything too personal with the class unless you are willing for it to be public knowledge. If you need to discuss something with me privately, then use the email listed above and not the discussion board format.

*Use of an online translator as more than a dictionary is considered cheating and will be treated as such.

After reading this syllabus, please send me an email through the [eLearn course](#) telling me that you "have read the syllabus for SPAN 1005, and I am aware of and understand the expectations of this course."

Academic Honesty

Faculty expect all students to refrain from acts of academic misconduct including but not limited to:

1. Plagiarism - refers to using another person's ideas or writing without giving proper credit to the original source. Indulging in this type of conduct will subject the student to disciplinary sanctions, which may be imposed through the regular institutional procedures of Walters State Community College as outlined in the Student Handbook. Plagiarism will result in a grade of "0" for the paper/exam/presentation. Student Conduct and Disciplinary Sanctions contained in the college Catalog/Student Handbook apply (see policy 04:18:02 Disciplinary Sanctions). Plagiarism includes, but is not limited to the following:
 - a. Using cut/paste tool from original document with no references given.
 - b. Copying another student's work and submitting it as one's own.
 - c. Forging or otherwise altering signatures.
 - d. Giving or falsifying academic documents or materials.
2. Cheating - construed as attempting to deceive or mislead which includes, but is not limited to the following:
 - a. Utilizing old tests, projects, notes or written papers.
 - b. Providing unauthorized information to a fellow student about exam content.
 - c. Receiving unauthorized aid from any source with quizzes, examinations, or other assignments.
 - d. Seeking information in an unacceptable manner during/preceding an exam or other assigned work (cheat sheet, verbal exchange, looking at another person's paper or electronic device, utilizing headphones, using textbook when the test/quiz is not an open book test/quiz, using textbook test bank etc.).
 - e. Consulting with a classmate or others when taking a computerized test.
 - f. Disregarding other specific policies and procedures outlined for a particular class.
 - g. Utilizing unapproved technology/electronic equipment during testing (i.e.: mobile devices such as cell phones, smart devices, or tablets, etc.).
 - h. Using the same Internet Protocol network address (IP address) as another student for testing without approval from the course faculty.
3. The use of any generative artificial intelligence (AI) tool, such as OpenAI's ChatGPT, Google's Bard, or any other pre-trained language model (commonly referred to as "chatbot"), must be cited for any assignment where it has been used and may not be used unless specifically allowed by your instructor. Please see your instructor or the course policies within the syllabus if you have questions.

Student Resources

TUTORING SERVICES

Students in need of tutoring assistance are encouraged to contact the Office of Student Tutoring located as follows:

- Morristown Campus - Student Services Building Room L107 - (423) 585-6920
- Niswonger Campus - GRNV 226 - (423) 798-7982
- Sevierville Campus - MMH Room 210 - (865) 286-2787
- Claiborne Campus - Room 123A - (423) 851-4761

Specific tutoring assistance in mathematics and writing is available in-person and online as follows:

- Morristown Campus - English Learning Lab - HUM 120 - (423) 585-6970

[Walters State English Learning Lab \(opens in new window\)](https://www.waltersstate.edu/academics/humanities/writing-lab)
[ws.edu/academics/humanities/writing-lab](https://www.waltersstate.edu/academics/humanities/writing-lab)

- Morristown Campus - Mathematics Lab - MBSS 222 - (423) 585-6872

[Walters State Mathematics Learning Lab \(opens in new window\)](https://www.waltersstate.edu/academics/mathematics/learning-lab)
[ws.edu/academics/mathematics/learning-lab](https://www.waltersstate.edu/academics/mathematics/learning-lab)

TECHNOLOGY SUPPORT

Students who need assistance with computing and technology issues should contact the IET Helpdesk by phone at Morristown: (423) 318-2742; Niswonger: (423) 798-8186; or Sevierville: (865) 286-2789 or on-line access.

[Walters State Helpdesk \(opens in new window\)](https://www.waltersstate.edu/helpdesk)
[helpdesk.ws.edu](https://www.waltersstate.edu/helpdesk)

STUDENTS WITH DISABILITIES SUPPORT SERVICES

Students with disabilities must register with Student Support Services each semester in the Student Services Building, Room U134 (phone (423) 585-6892) if they need any special facilities, services, or consideration.

[Walters State Student Support Services \(opens in new window\)](https://www.waltersstate.edu/student-services/disability/)
[ws.edu/student-services/disability/](https://www.waltersstate.edu/student-services/disability/)

SUICIDE PREVENTION STATEMENT

Walters State is committed to and cares about all students. Support services are available for any person at Walters State who is experiencing feelings of being overwhelmed, hopelessness, depression, thinking about dying by suicide, or is otherwise in need of assistance. For immediate help, contact the

National Suicide Prevention Lifeline by calling or texting 9-8-8 or the Trevor Lifeline at 1-866-488-7386. Veterans may also contact the Veterans Crisis Line at 1-800-273-8255 (press 1) or Text 838255.

Walters State has a relationship in place with the following community agencies to provide services (may include crisis referral services, prevention screenings, etc.):

- Cherokee Health Systems 423-586-5032
- Frontier Health 423-467-3600

College Policies

STUDENTS HANDBOOK AS OFFICIAL GOVERNING DOCUMENT

This class is governed by the policies and procedures stated in the current Walters State Community College Student Handbook. All students attending Walters State Community College, regardless of the time, location, or format of the class, must abide by the rules and regulations outlined in the current Walters State Catalog/Student Handbook and the current Walters State Timetable of Classes.

[Walters State Catalog \(opens in new window\)](https://catalog.ws.edu/)
catalog.ws.edu/

[Walters State Timetable of Classes \(opens in new window\)](https://ws.edu/admissions/registration/)
ws.edu/admissions/registration/

PURPOSE, LIMITATIONS AND MODIFICATION OF SYLLABUS

This syllabus sets forth the expectations for the course content, work, and grading as well as expectations for student performance and conduct. The syllabus does not constitute a contract between the student and the instructor or the College. The information contained here is subject to change at any time. The instructor reserves the right to modify this syllabus at any time with written notification to the students. Though changes are possible, it is expected that the course will be conducted as described in this syllabus for the semester/year specified in the Course Information section of the syllabus. This syllabus is only valid for the semester/year specified and course requirements are not guaranteed for future semesters.

COURSE GROUND RULES

- Students must attend the first day of on-ground class or contact the instructor prior to the first class. Failure to do this may result in being dropped from the class. Excessive absences may substantially lower the course grade.
- Regular class attendance is a student's obligation for any course regardless of format. (See the Walters State Catalog/Student Handbook). If a student misses class, it is his or her

responsibility to contact the instructor regarding missed assignments and/or activities and to be prepared for the next class assignment.

- Students enrolled in web courses must follow the course attendance policy defined for online attendance during the first week of class and throughout the term. Failure to do this may result in being dropped from the class during week one OR may result in the accrual of absences which may negatively impact the student's grade in the course.
- Students who have not paid fees on time and/or are not correctly registered for this class and whose names do not appear on official class rolls generated by the Walters State student information system (MyWS) will not be allowed to remain in class or receive credit for this course.
- Electronic devices must not disrupt the instructional process or college-sponsored academic activity. Use of electronic devices is prohibited unless use of the device is relevant to the activity and use is sanctioned by the faculty member in charge. Electronic devices that are not relevant to the activity or sanctioned by the faculty member in charge should be set so that they will not produce an audible sound during classroom instruction or other college-sponsored academic activity.

FINANCIAL AID

Students receiving any type of financial aid or scholarship should contact the Financial Aid Office before making any changes to their schedule. Schedule changes without prior approval may result in loss of award for the current term and future terms.

All forms of student Financial Aid may be jeopardized or lost due to the lack of Satisfactory Academic Progress in one or multiple courses. Lack of Satisfactory Academic Progress may negatively impact a student's degree/certificate completion pace and further jeopardize Financial Aid eligibility.

CANCELLATION OF CLASSES AND ACADEMIC CONTINUITY

For information related to the cancellation of classes due to inclement weather or other events, please check the Senators Emergency Text system or the college's Web site at:

[Walters State Homepage \(opens in new window\)](http://www.waltersstate.edu/home/)
[ws.edu/home/](http://www.waltersstate.edu/home/)

[Walters State Facebook page \(opens in new window\)](https://www.facebook.com/WaltersState/)
<https://www.facebook.com/WaltersState/>

[Walters State Twitter page \(opens in new window\)](https://twitter.com/waltersstate)
<https://twitter.com/waltersstate>

or call the college's student information line, 1-800-225-4770, option 1; the Sevier County Campus, (865) 774-5800, option 7; the Niswonger Campus (423) 798-7940, option 7; or the Claiborne County Campus, 423-636-6200, option 7. Also, please monitor local TV and radio stations for further announcements.

When an event or disaster interrupts the scheduled operations of the college and the ability to proceed with the academic course activities as planned, the college and your instructor may alter the course plan outlined in the syllabus. Should an event occur, students should refer to their course e-Learn pages and/or class materials previously delivered to receive guidance from their instructor. Students should continue to monitor the official college channels of communication listed in the above paragraph. If you would like to sign up for the Senators Emergency Text system, please go to the following Web site:

[Senator Emergency Text System \(opens in new window\).](https://ws.edu/set/)
ws.edu/set/

Dual Enrollment students attending on a high school campus should refer to the high school inclement weather cancellations.

LEARNING MANAGEMENT SYSTEM

Brightspace (commonly known as eLearn or D2L) is the college's Learning Management System (LMS).

Brightspace is committed to accessibility by "deliver[ing] a learning experience that meets the needs of all people, regardless of age or ability." [Brightspace Accessibility Standard \(opens in new window\)](#).

Brightspace is also committed to guarding student data and privacy. [Brightspace Privacy Policy \(opens in new window\)](#).