

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COMMUNICATION FOR OFFICE PROCEDURES
AND RETAIL SALES

Course Title:

ENG 146

Code No.:

OFFICE PROCEDURES AND RETAIL SALES

Program:

ONE (FALL)

Semester:

JUNE, 1988

Date:

LANGUAGE AND COMMUNICATION DEPARTMENT

Author:

New: X Revision:

APPROVED:

N. Koch
Chairperson

N. Koch

June 24 88
Date

COURSE DESCRIPTION

This course will assist students in developing practical, work-related oral and written communication skills.

LEARNING OBJECTIVES

Reading To review and practice some fundamental reading skills.*

Vocabulary To review effective use of the dictionary.
To develop a glossary of business terms and use these in assignments, as applicable.
To practice effective word usage in oral and written communication.

Oral Communication

To understand the basic communication process.
To practice listening and response in one-to-one and group communication situations.

Written Communication

To develop ideas in single paragraphs using either the general-to-specific or specific to general pattern.
To write clear, correctly-structured sentences.
To explain a process, either orally or in writing.
To develop a set of instructions.
To respond by letter or memo to given situation using either the inductive or deductive approach.
To prepare a resume and a cover letter.

* Where pretesting indicates sufficient need, students will be referred to the Learning Assistance Centre for Reading skills development.

METHOD OF PRESENTATION

A variety of approaches will be used to assist students in achieving the course objectives: teacher presentation, reading and discussion, small group activities, oral and written exercises, and testing.

METHOD OF ASSESSMENT

Students will be assessed by means of oral and written assignments, quizzes, tests, and participation.

Letter grades will be assigned in accordance with the Language and Communications Department guidelines.

The following grade symbols will be used in recording final grades:

- "A+" - consistently outstanding
- "A" - outstanding
- "B" - above average
- "C" - satisfactory
- "R" - **repeat** (the student has not achieved the objectives of the course, and the course must be repeated).

NOTE: Students may be assigned an "R" grade early in the course for unsatisfactory attendance or performance.

ASSIGNMENTS AND GRADING

Reading Activities	10%
Vocabulary	10%
Oral Communication	15%
Sentence Writing	15%
General Writing	15%
Business Communications	15%
Application Documents	10%
Participation	10%
 TOTAL	 100%

TEXTBOOKS

Students will be required to purchase the following texts:

Communication at Work: Listening, Speaking, Writing and Reading.
Abrams.

Webster's New World Compact (School and Office) Dictionary.
Prentice-Hall Press.