

**INTERAMERICAN UNIVERSITY OF PUERTO RICO
METROPOLITAN CAMPUS
UNDERGRADUATE DEPARTMENT
OFFICE SYSTEMS MANAGEMENT PROGRAM**

SYLLABUS

I. GENERAL INFORMATION

Course title	:	Business Communication in Spanish
Code and Number	:	OMSY 3030
Credits	:	Three (3)
Academic Term	:	
Instructor	:	
Office Location and Hours	:	
Office Telephone	:	(787) 250-1912
E-mail	:	

II. DESCRIPTION

Development of oral and written communication skills in Spanish. Writing and revision of business documents. Analysis of the basic elements of business communication.
Prerequisites: GESP 1102 and OMSY 1101 or GEIC 1010.

III. PROGRAM LEARNING OUTCOMES

IV. OBJECTIVES

It is expected that upon completing the course, the student should be able to:

1. demonstrate mastery of the principles and techniques of business communication.
2. communicate in oral and written form with linguistic property and grammatical correctness.

3. draft different business documents, such as: letter of application for employment, letter of resignation, memoranda, agendas, calls, minutes, summary, among others.
4. develop the ability to review and edit business documents.
5. demonstrate positive personal qualities and traits, such as: punctuality, cooperation, courtesy, organization, ability to work in a team, ethical behavior in the management of information and in the presentation of their work, responsibility, honesty, initiative, personal appearance and interpersonal relationships, which allow them to develop effectively in their profession.

V. CONTENT

A. Principles and concepts of business communication

1. Process and characteristics of effective verbal, non-verbal and written communication.
2. Profile of the competent communicator
3. Technological changes: use of the Internet, e-mail, voice mail, text messages, faxes.
4. International communication
5. Ethics

B. Grammar in business writing

1. Accentuation rules
2. Punctuation marks
3. Uppercase and lowercase
4. Active voice and passive voice
5. Anglicisms
6. Prepositions
7. Redundancies
8. Homófonos
9. Paronyms
10. Monosyllables
11. Words and phrases

C. Drafting of business documents

1. Business Charter

- a. mechanics
 - b. Styles
 - c. scoring styles
 - d. envelope writing
 - e. types of letters (job application, resignation, recommendation, thanks, congratulations, condolences, claim, among others)
2. Memos
 - a. Styles
 - b. mechanics
 3. Electronic communication (emails, voicemails, faxes, text messages)
 4. Summary
 5. Calls and agendas
 6. Minutes and minutes
 7. Reports (APA and MLA Style)

VI. LEARNING ACTIVITIES

- A. Oral and written presentations
- B. Drafting of documents and discussion of these
- C. Teamwork
- D. Case analysis
- E. PowerPoint presentations
- F. Internet Search
- G. Discussion of news and classifieds
- H. Dictation and practice exercises
- I. Using the Blackboard Platform

VII. EVALUATION

Criteria:	Weight
Tests (4)	70%
Drafting of business documents	20%
Oral/written presentation (Forums)	5%
Miscellaneous	<u>5%</u>
	100%

The miscellaneous note can include assignments, readings and searching for information on the Internet and other media, reviewing documents, short tests, news, etc.

Assessment Strategy

Writing portfolio of different types of letters

VIII. SPECIAL NOTES

A. Auxiliary services or special needs

All students who require auxiliary services or special assistance must request them at the beginning of the course or as soon as they become aware that they need them, through the corresponding registry, in the Office of the Coordinator of services for students with disabilities, Dr. María de los Ángeles Cabello. She is located in the Counseling and Counseling Program, office 111, on the first floor of the John Will Harris building, extension 2306

B. Honesty, fraud, and plagiarism

Dishonesty, fraud, plagiarism and any other inappropriate behavior in relation to academic work constitutes major infractions sanctioned by the General Student Regulations. The major infractions, as stated in the General Student Regulations, may have as a consequence, suspension from the University for a definite period greater than one year or the permanent expulsion from the University, among other sanctions.

C. Use of electronic devices

Cellular telephones and any other electronic device that could interrupt the teaching and learning processes or alter the environment leading to academic excellence will be deactivated. Any urgent situation will be dealt with, as appropriate. The handling of electronic devices that allow students to access, store or send data during evaluations or examinations is prohibited

D. Compliance with the Provisions of Title IX

The Federal Higher Education Act, as amended, prohibits discrimination because of sex in any academic, educational, extracurricular, and athletic activity or in any other program or function, sponsored or controlled by a higher education institution, whether or not it is conducted within or outside the property of the institution, if the institution receives federal funds.

In harmony with the current federal regulation, in our academic unit an Assistant Coordinator of Title IX has been designated to offer assistance and orientation in relation to any alleged incident constituting discrimination because of sex or gender, sexual harassment or sexual aggression. The Assistant Coordinator Sr. George Rivera can be reached by phone at extension 2262 o 2147, or by e-mail griverar@metro.inter.edu.

The Normative Document Titled **Norms and Procedures to Deal with Alleged Violations of the Provisions of Title IX** is the document that contains the institutional rules to direct any complaint that appears to be this type of allegation. This document is available in the Web site of Inter American University of Puerto Rico (www.inter.edu).

IX. EDUCATIONAL RESOURCES

Textbook:

Redacción Comercial by Carmen Reyes Santos, Second Revised and Expanded Edition, ISBN 978-0-8477-0353-1.

X. BIBLIOGRAPHY (OR REFERENCES)

A. Books

Saad, A. (2014). *Writing: from grammatical issues to the extensive formal report*. Mexico City: Larousse-Grupo Editorial Patria, Second edition.

B. Electronic Resources

Royal Spanish Academy of www.rae.es Language

APA Publication Manual
www.apastyle.org

Writing Workshop
http://literana.com/taller_red.htm

The Spanish Language www.geocities.com/szmora.geo

www.monografias.com/trabajos11/corres/corres/shtml Commercial Letter

What kind of summarize should you use?
www.empleosprofesionales.com/r_usar.cfm

collegegrad.com/resumes

resume.monster.com

rockportinstitute.com/resumes.html-18k

espan.com/library/libreresume.html

mindtools.com/CommSkill/EmailCommunication.htm

wwcd.org/action/ampu/crosscult.html

<http://portal.unesco.org/es>

<http://comorg.wordpress.com/documentos/comunicacion/comunicacionintroduccion>

www.communicaid.com/culturalawareness_training.asp

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