

## **Hospitality Services I and II 2011-2012 Course Syllabus**

### **Course Description:**

The uniqueness of the Hospitality Services Program at the Trumbull Career and Technical Center is that the general curriculum and teaching methods are individualized according to learner's needs and if applicable, to their Individualized Educational Plans. It is a two-year program that stresses lab experiences on a rotation basis. The job stations supply innovative learning, which is constantly supported and reinforced by teachers, support staff and mentors. Each student's strengths are considered when planning curriculum and teaching strategies. An integral part of the lab experience is the students' career-technical club, FCCLA, and the fundraising events and functions that enable the students to operate their own catering operation. Students learn menu planning, quantity food preparation, portion control, cost analysis, table service, and banquet set-up skills. Other skill areas that are emphasized include facility care, laundry, guest relations and employability skills that relate to the lodging/tourism fields. Students also gain experience working in the school cafeteria. During the second year, students attend an on-site lab at St. Joseph's Health Center where all students, regardless of gender, rotate through the various job stations. Both male and female hospital employees are mentors. The hospital staff works closely with the instructors on critiquing the program and implementing improvements. The students attend the Health Center lab four days per week. Hospitality Services II students will also participate in the senior-wide job shadowing program. A job shadow experience is designed for students to observe the work place and to acquire knowledge that will assist in their future decision-making process.

### **Instructional Philosophy:**

We believe one of the goals of the Hospitality Services Program is to develop students to their fullest potential. Training in this program provides opportunities for the student to respond to the needs of a rapidly changing global environment. In addition, students acquire knowledge and skills to become competent in their personal independence, make connections between education and work, become gainfully employed, and adapt to changes in their careers. This includes human relations foremost, so the student can effectively communicate, cope with competition in the work atmosphere, and maintain self-respect.

Furthermore, students will be prepared through internships as prospective employees who are able to collaborate, problem solve, and make decisions. Students will utilize technology as it applies to the hospitality industry. Academic skills in math, science, and language arts will be integrated into the career field technical content standards to help students gain relevant knowledge in Hospitality and Tourism.

### **Course Goals:**

- Research and explore various career pathways and operations within hospitality and tourism.
- Use computer technology to examine the business processes of the hospitality industry.
- Interpret and apply verbal, nonverbal, and written communications.
- Examine and apply ethical and legal guidelines and policies.
- Follow procedures and assess strategies for handling safety, security, and environmental regulations.
- Examine cultural diversity as it applies to an international population.
- Investigate the impact of efficient fiscal management.
- Analyze Customer Service Standards.
- Develop leadership and community responsibility through the student CTSO: Family, Career and Community Leaders of America.

## **Major Course Assignments & Projects**

### **#1 Hospitality Services I - Lab**

- Students will work at designated job stations in the Hospitality Services Lab and throughout the school.
  - The Cove
  - Meal Prep
  - Facility Care
  - Media Center
  - Maintenance
  - Housekeeping
  - Laundry
- Students will be responsible for learning and completing tasks at each job station.
- Students will rotate job stations every week.
- Students will be responsible for acquiring knowledge and skills in the following areas of emphasis:
  - Community Safety and First Aid training
  - Meal Preparation
  - Restaurant Services Prep and Dish Room
  - Dining Room attendant
  - Banquet Set-Up
  - Laundry and Linen
  - Maintenance
  - Environmental Services/Facility Care
- Students will be evaluated using a daily evaluation sheet. On job stations throughout the school, TCTC employee / mentors will also complete an evaluation sheet.

### **#2 Lab Daily Log**

- Students will complete a Lab Daily Log. It is essential that students are aware of the tasks that they have attempted. The Log will assist them to recall and keep track of their accomplishments. The Log also serves as a time card to document student lab activities and check-in and check-out times for job stations.
- Students will turn in their Lab Daily Log everyday to be evaluated.

### **#3 Journal**

- Students will complete Journal entries. Most students have difficulty expressing their feelings and thoughts in written form. By keeping a journal they work on this area. They also can work on sentence structure as well.
- Students will turn in their Journals to be evaluated.

### **#4 START Curriculum**

- Students will use the START curriculum, (Skills Tasks And Results Training) which includes a textbook and a student workbook. The curriculum is produced and recommended by the Educational Institute of the American Hotel and Lodging Association, and includes learning activities that include report writing, role playing, research, guest speakers, field trips, presentations, drawings, science, and technology assignments.

### **#5 Individual Learning Packets**

- Students will be assigned learning packets on a variety of topics related to Hospitality Services and the on-site lab. Packets may include written material, vocabulary list, questions, study guides and puzzles. Generally, a written test will conclude each packet.
- Students will turn in packets when requested.

### **#6 Lab Notebook**

- Students will compile a notebook including all written work distributed during each nine-week period.
- Students will type a Table of Contents on a classroom computer and use it to organize the notebook.
- Students will turn in their notebook on the last Monday of each grading period.

### **#7 Family, Career and Community Leaders of America Activities and Fund Raisers**

- Students will be required to become members and participate in FCCLA functions.
- Students will be involved in weekly class meetings and monthly Chapter activities.
- Students will be responsible for planning and carrying out catering set-ups and food service fundraisers.
- Students will use critical thinking and decision-making skills to determine the use of their fund raiser profits.

### **Assessment Plan:**

Lab	100 points per week
Daily Log	5 points per entry
Journal	5 points per entry
Packets	100 points
Notebook	100 points

Achieved points out of possible points calculate grades percentages

### **Grading Scale:**

A	100 – 92	Exceeds expectations
B	91 – 83	Meets standards and expectations
C	82 – 74	Passing but does not meet some standards
D	73 – 66	Passing, but only meets the minimum standards
F	65 - 0	Failing, does not meet the minimum standards

### **#1 Hospitality Services II - On-Site lab**

- Students will work at designated job stations at St. Joseph's Health Center four days a week.
  - Environmental Services
  - Dietary
  - Mail Room
  - Volunteer
  - Linen
  - Gift Shop
  - Landscaping at Healing Garden
- Students will be responsible for learning and completing tasks at each job station.
- Students will rotate job stations every month.
- Students will be responsible for calling off by 8:30 AM if unable to attend school and will provide medical documentation and/or parental note to excuse absence.
- Students will be evaluated by their on-site mentor. Grades will be adapted for each individual student by the instructors.

### **#2 Students will be responsible for acquiring knowledge and skills in the following areas of emphasis:**

- Community Safety and First Aid training
- Cafeteria: Serving line, dish room, stock room
- Meal Hostess
- Banquet Set-Up
- Laundry and Linen
- Industry Based Housekeeping
- Guest Services
- Environmental Services

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## #9 Job Shadowing

- Students will participate in a job shadowing experience in order to provide students with realistic work experience in a career field. The experience should:
  - Provide students with occupational and career information.
  - Provide a clear understanding of the skills and preparation necessary for jobs in the career field.
  - Provide students with realistic work experience in a career field.
  - Utilize business and community resources to enhance career and technical training programs.
  - Promote business partnerships with career and technical training programs.

### Assessment Plan:

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