

Orientation to Hospitality

Hospitality & Tourism Cluster: Food & Beverage Services

Course Syllabus-Saraland High

Mrs. Munday- 2023-2024

****Saraland High School will abide by any/all state and local health agencies' directives.****

COURSE DESCRIPTION: this course is the prerequisite for all other courses in the cluster. Major topics include sports, recreation, and attractions; management of hotels, resorts, and lodgings; travel and tourism; restaurants and food and beverage services; and customer relations and quality services. Although a full kitchen is not required for this course, students should have access to small appliances to prepare foods in various ways.

PREREQUISITE: N/A

PROGRAM/INSTRUCTIONAL DELIVERY PLAN: This cluster prepares high school students for the management, marketing and operations of restaurants and other food services, lodging, attractions, recreation events and travel related services using real work, hands-on knowledge, and skills in commercial and professional lab settings. This program begins with the fundamentals and principles of the art of cooking, management and production skills, and techniques. The courses offered involve a commercial laboratory-based instructional setting. Students are expected to meet all course goals and demonstrate understanding of the underlying concepts. Instructional methods include lecture, videos, demonstrations, skills labs, projects, guest speakers, and business and industry tours or field trip. Students are expected to take part in class discussions, work in small and large groups, and submit all homework assignments and projects by the due date.

COURSE GOAL:

- Summarize core knowledge associated with the history, key terms, and classifications of the hospitality profession.
- Demonstrate entry-level readiness for the hospitality profession through knowledge of career opportunities, resume creation and developing interview skills.
- Describe the nature of the hospitality workplace regarding customer service, interpersonal relationships, diversity, and its impact on society.
- Demonstrate a high level of professionalism by applying an understanding of foodservice principles and theories.
- Prepare a variety of foods, both savory and sweet using techniques as instructed and critically evaluate the finished products.
- Apply safe and sanitary work habits in a food service environment while properly using appropriate tools and equipment.

ASSESSMENT PROCEDURES: Students will be assessed by their performance on projects, reports, presentations, paper-pencil tests, and lab assignments.

SAFETY TESTS: There is ONE formal test in the class that MUST be passed with 100% to receive credit. Students may take the test up to two (2) times without penalty. After that, the student will receive the highest grade received during their attempts. However, the student will NOT be allowed to participate in activities in which their safety could be a concern.

GRADING SCALE: Standard Based Assessments (Tests/Projects/Labs) – 60%
Formative Assessments (projects, quizzes, participation, etc.)- 40%

career
while



CTSO: Career and technical student organizations (**FCCLA**) are integral, cocurricular components of each and technical education course. These organizations serve as a means to enhance classroom instruction helping students develop leadership abilities, expand workplace-readiness skills, and broaden opportunities for personal and professional growth.

EMBEDDED LITERACY/ NUMERACY: Event Management STAR Event FCCLA: Students will plan an event and prepare a researched proposal that includes event goals and objectives, background research, venue/facility space, event personnel chart, health and public safety management, timeline, target attendees, strategy, recruitment, supplies and vendors, event marketing, and project budget.

STUDENT INDUSTRY CREDENTIAL:



Certified Guest Service Professional (CGSP)

DUAL ENROLLMENT:



3 college credit hours

COURSE FEE:



There is a required **\$25.00** course fee which covers labs. Students who do not pay the course fee will not be able to participate in labs nor will they receive their schedule the following school year until the fee has been paid. Please take care of this as soon as possible.

SUPPLY LIST: 3 prong folder, pens and pencils, cell phone, laptop

COURSE OUTLINE:

Foundational Standards:

1. Incorporate safety procedures in handling, operating, and maintaining tools and machinery; handling materials; utilizing personal protective equipment; maintaining a safe work area; and handling hazardous materials and forces.
2. Demonstrate effective workplace and employability skills, including communication, awareness of diversity, positive work ethic, problem-solving, time management, and teamwork.
3. Explore the range of careers available in the field and investigate their educational requirements and demonstrate job-seeking skills including resume-writing and interviewing.
4. Advocate and practice safe, legal, responsible, and ethical use of information and technology tools specific to the industry pathway.
5. Participate in a Career and Technical Student Organization (CTSO) to increase knowledge and skills and to enhance leadership and teamwork.
6. Investigate various applicable professional organizations within the hospitality and tourism industry.

INTRODUCTION TO HOSPITALITY AND TOURISM CONTENT STANDARDS:

Sports, Recreation, and Attractions:

1. Summarize the history of the sports, recreation, and attractions industries.
2. Identify and describe sectors of the sports and recreation industry, including indoor, outdoor, youth, collegiate, amateur, and professional levels.
3. Describe types of venues used for sporting events, recreation, and attractions. a. Explain major provisions of the American with Disabilities Act (ADA) and how it affects venues for the sports, recreation, and attractions industries.
4. Discuss the role of sports organizations at youth, collegiate, and professional levels, indicating how each organization impacts the sports industry.
5. Explore and share the benefits of participation in sports, recreation, and attractions activities.

Example: Design an advertising campaign encouraging residents to participate in a community's amateur sports leagues.

Hotel, Resort, and Lodging Management:

6. Identify types of lodging properties. Examples: motels, hotels, resorts, recreational vehicles, hostels, campgrounds
 7. Compare and contrast functions of various departments of a property, including accounting, security, engineering, front desk, concierge, housekeeping, food and beverage services, maintenance, human resources, and sales and marketing.
 8. Explain the ways the lodging industry impacts a community's economy.
 9. Describe the impact of current trends and issues on new and established businesses within the lodging industry.
- Examples: effects of short-term rentals on the hotel industry, environmental issues faced by the lodging industry, considerations for choosing a location for a new property

Food and Beverage Services

10. Describe the functions of various departments and personnel of a foodservice operation, including management, executive chef, sous chef, pastry chef, line cook, prep cook, service staff, and dishwasher.
11. Examine and evaluate foods for quality and appeal, including taste, appearance, color, and texture.
12. Explain important components of dietary science, including the roles of major nutrients and potential allergens. a. Interpret food nutrition labels to determine nutritional values, serving size, and ingredients.
13. Set up and demonstrate various styles of food service, including table settings and service etiquette. Examples: French, American, buffet, seated dinner
14. Produce foods using a variety of preparation methods

Travel and Tourism

15. Compare types of travel and tourism events and venues. Examples: amusement parks, museums, sporting events, destination vacations, cruises, resorts, tours, attractions, theaters, reunions
16. Describe methods and procedures involved in planning various events, including class reunions, conventions, and weddings.
17. Explain how tourism boosts the revenue of a community and creates jobs through varied products for work and leisure travel. Example: Compare the economic impacts of leisure travel and business travel.
18. Explain how sporting events, recreational venues, and attractions affect demand for lodging and food and beverage services.

Customer Services

19. Demonstrate first aid procedures, including CPR and the Heimlich maneuver.
20. Describe service skills and procedures used in the hospitality and tourism industries, including welcoming and processing guests, overseeing customer comfort, and handling customer complaints.