

COURSE OUTLINE

Course: 21213 HOSPITALITY / HOTEL OCCUPATIONS

Total Course Hours: 540.00

CBEDS Title: HOTEL AND LODGING

CBEDS #: 5861

Job Title(s):

Desk Attendant, Concierge, Bellhop, Reservation Clerk, Waitstaff, Human Resource Technician, Event Planner

Prerequisites:

16 years old or a junior in high school

Course Description:

This course prepares students for entry level employment in the hospitality industry through classroom instruction and community site training in local hotels. Students will learn employability skills, safety/security, customer service skills as well as front/back of the house operations in community training sites. Integrated throughout the course are Academic and CTE standards, which include safety, communication, technology, ethics, career planning and other employability skills.

For each semester, students may perform 168 hours of OJT in one or more departments in the hotel industry.

Hours	
Class	OJT

Occupational Competencies

1-7 on the Course Outline are generic to all BVROP courses and include the BVROP Student Outcomes

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| 3.00 | | 1 | <u>ORIENTATION</u> | <ul style="list-style-type: none"> A Identifies and discusses course objectives and competencies. B Discusses ROP Student Outcomes. C Explains class attendance and behavior objectives. |
| 5.00 | 5.00 | 2 | <u>HEALTH, SAFETY AND ENVIRONMENTAL MANAGEMENT</u> | <ul style="list-style-type: none"> A Describes accident procedure. B Demonstrates appropriate safety practices within the Hotel to protect themselves as well as guests. C Demonstrates knowledge of classroom procedures and drills (e.g. earthquake, fire and emergency). D Describes and demonstrates security procedures for hotel (guest disturbances, key control, lost and found and evacuation procedures). E Identifies ways to protect against theft and robbery. |
| 5.00 | 5.00 | 3 | <u>ETHICS AND LEGAL RESPONSIBILITIES</u> | <ul style="list-style-type: none"> A Defines sexual harassment and discusses tactics for handling harassment situations. B Applies appropriate workplace behavior and standards. C Interviews a manager about business ethics. D Demonstrates ethical standards during training. |
| 5.00 | 11.00 | 4 | <u>LEADERSHIP AND TEAMWORK</u> | <ul style="list-style-type: none"> A Describes the characteristics and benefits of teamwork and leadership. B Demonstrates ability to make appropriate decisions. C Works well with others and gives/takes constructive criticism. D Participates in teamwork exercise. E Is a team player at training site (assessed by co-workers and supervisors). |

Hours	
Class	OJT

15.00	3.00	5 <u>CAREER PLANNING</u> A Prepares a finished, professional portfolio showing the best work that has been completed during the class. B Locates job opportunities through the use of want-ads and placement agencies. C Visits at least one facility related to area of training and observes jobs performed. D Completes a job application correctly. E Prepares for and critiques a simulated employment interview. F Discusses employee benefits and rights as related to the specific occupational job area including gender equity and equal opportunity. G Identifies acceptable procedures to leave a job. H Applies for a scholarship. I Completes a professional resume. J Demonstrates appropriate personal grooming and dress.
5.00	10.00	6 <u>COMMUNICATION</u> A Uses effective workplace conversation. B Reads and interprets written information and directions. C Practices various forms of written communication appropriate to the occupation.
5.00	5.00	7 <u>STUDENT OUTCOMES</u> A Demonstrates Occupational Specific, Communication and Critical Thinking Skills B Demonstrates Responsible Work Ethics C Demonstrates Career/Employment Literacy D Demonstrates Effective Use of Technology
5.00	5.00	8 <u>INTRODUCTION TO HOSPITALITY</u> A Identifies and practices industry wide policies and terminology. B Describes hotel classification and departmental organization. C Conducts site project (observes employees, determines target market, and interviews a manager).
5.00	3.00	9 <u>HOTEL FOOD AND BEVERAGE</u> A Identifies the various departments and their functions within the food and beverage part of the hotel. B Explains food safety and sanitation procedures.
5.00	5.00	10 <u>LODGING BASICS</u> A Describes the Lodging Industry and Standards. B Describes the local industry including hotel and occupancy rates.
5.00	20.00	11 <u>CUSTOMER SERVICE</u> A Explains the importance of Customer Service within the Industry. B Demonstrates strong listening and communication skills. C Demonstrates ability to anticipate and respond to personal needs of each customer. D Demonstrates ability to handle customer complaints.
10.00	5.00	12 <u>THE BUSINESS OF HOSPITALITY</u> A Identifies marketing/advertising techniques. B Creates a Hotel advertisement/brochure. C Creates a business proposal.
5.00	25.00	13 <u>FRONT OFFICE</u> A Performs Check-Out/Check-In Procedures. B Demonstrates phone skills and knowledge of PBX/Phone system. C Demonstrates property knowledge and can give guests proper directions to hotel and local areas. D Performs all designated duties for front desk.

Hours	
Class	OJT

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| 5.00 | 25.00 | <p>14 <u>BELL PERSON/GUEST SERVICE</u></p> <ul style="list-style-type: none"> A Demonstrates lobby maintenance B Demonstrates baggage handling and guest assistance. C Explains referral services. D Demonstrates knowledge of the local area and can provide guests with proper driving directions. |
| 5.00 | 25.00 | <p>15 <u>BANQUET SERVICE</u></p> <ul style="list-style-type: none"> A Sets-up and tears down banquet rooms according to Banquet Event Order specifications. B Reads a BEO (banquet event order). C Demonstrates proper lifting techniques. |
| 5.00 | 25.00 | <p>16 <u>RESERVATIONS</u></p> <ul style="list-style-type: none"> A Demonstrates strong customer service skills including phone etiquette. B Demonstrates sales techniques/up-selling. C Describes the forecasting of hotel rates. D Performs occupancy checks. |
| 5.00 | 25.00 | <p>17 <u>CONCIERGE</u></p> <ul style="list-style-type: none"> A Assists the concierge with all duties. B Demonstrates customer service and problem solving skills. |
| 5.00 | 25.00 | <p>18 <u>SALES/CATERING ASSISTANT</u></p> <ul style="list-style-type: none"> A Assists the sales and catering department with various clerical duties. B Demonstrates phone and office skills. C Explains the department and its function within the Hotel. |
| 5.00 | 25.00 | <p>19 <u>ACCOUNTING ASSISTANT</u></p> <ul style="list-style-type: none"> A Assists the accounting department with various clerical duties. B Explains accounts payable and receivable. C Demonstrates customer service and phone skills. |
| 5.00 | 25.00 | <p>20 <u>HEALTH CLUB ASSISTANT</u></p> <ul style="list-style-type: none"> A Assists the Health Club Manager in all clerical duties. B Demonstrates customer service skills. C Identifies equipment and describes proper usage. |
| 5.00 | 25.00 | <p>21 <u>HUMAN RESOURCE ASSISTANT</u></p> <ul style="list-style-type: none"> A Assists the Human Resource Department with clerical duties. B Demonstrates ability to screen applications. C Demonstrates knowledge of department functions. D Demonstrates the ability to keep information confidential. |
| 5.00 | 25.00 | <p>22 <u>CULINARY</u></p> <ul style="list-style-type: none"> A Demonstrates proper food handling techniques for safety and sanitation. B Operates equipment safely. C Obtains food handlers permit. |
| 5.00 | 25.00 | <p>23 <u>RESTAURANT</u></p> <ul style="list-style-type: none"> A Demonstrates strong customer service skills. B Demonstrates proper serving techniques. C Demonstrates knowledge of restaurant layout, memorizes table numbers, and properly seats guest. |
| 5.00 | 25.00 | <p>24 <u>ROOM SERVICE</u></p> <ul style="list-style-type: none"> A Performs floor checks. B Demonstrates computer knowledge and can take phone orders. C Memorizes menu and food choices. D Demonstrates tray set-up. |

Hours	
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5.00	25.00	25	<u>HOUSEKEEPING</u>
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- A** Demonstrates proper handling of cleaning materials.
- B** Demonstrates knowledge of sanitation, bloodborne pathogens, safety.
- C** Demonstrates proper cleaning techniques.

TOTAL HOURS

Class	OJT	Course
138.00	402.00	540.00