

# Hospitality and Tourism Management 16002

## 1. Course Description

- **Statement:** The hospitality and tourism industry is one of the largest and fastest growing industries in the world. In South Dakota, visitor spending in 2005 was \$807,029,057, a \$2.02 billion impact on the state's economy. This economic impact is expected to continue to grow. With this increase, there is a need for trained workers in the hospitality and tourism in the industry. In South Dakota, there has been a 14.18% increase in the number of employees in the industry in the past 10 years. Because many areas of this industry promote employees from within, a young part-time employee may work his/her way up to management in a short amount of time.
- Students interested in pursuing a career in the Hospitality and Tourism cluster will need knowledge and experiences to prepare for on-the-job or post-secondary training. Hospitality and Tourism Management is a course designed to provide this knowledge and training by focusing on the management skills needed in hospitality and tourism occupations.
- **Topics covered:** Organizational structure of hospitality and tourism facilities and career ladders; facilitating organization effectiveness through leadership and teamwork through supervision and conflict management skills; budgeting principles; health, security and safety guidelines; ethical and legal responsibilities in the workplace.
- **Prerequisites:** None
- **Length:** 1 Semester; 50 min. periods **Grade Level: 11-12 Gr.**

## 2. Instructional Philosophy

- Students will be expected to meet all course goals listed below and demonstrate their understanding of the basic concepts of each topic area. Students will complete all course requirements at a minimum of 70% level of specified quality to pass the course. To help meet the requirement, students will learn how to evaluate personal and peer progress and make adjustments as necessary.

## 3. Core Technical Standards

- HTM 1.1 Compare independently-owned and chain-affiliated facilities in hospitality and tourism.
- HTM 1.2 Illustrate career progression and promotion procedures.
- HTM 2.1 Summarize the development and structure of hospitality and tourism businesses.
- HTM 2.2 Analyze workplace operations to identify quality service.
- HTM 2.3 Illustrate how organizational structure impacts customer service and satisfaction.
- HTM 3.1 Describe skills needed to build effective working relationships.

HTM 3.2 Summarize leadership and teamwork qualities necessary to successful organizations.

HTM 3.3 Apply conflict management to workplace situations.

HTM 4.1 Examine budgeting skills necessary in maintaining fiscal responsibility.

HTM 4.2 Summarize procedures used in various emergency situations.

HTM 4.3 Examine security measures needed to ensure safety in the workplace.

HTM 4.4 Identify ethical and legal responsibilities that apply to various positions within the organization.

#### 4. Major Course Projects

Manager Interview; Career Ladder; Manager Newspaper Ad; Handling Conflict Role Play; Ethical Case Studies; Customer Satisfaction; Budgeting – Math Case Studies; Security Training; Job Shadow a management position and report on observations.

#### 5. Instructional Delivery Plan

- Instruction will focus on hands-on activities as well as acquiring information through articles on the computer and by use of technology, and other methods. Students will have the opportunity to work individually and as a member of a team to complete projects. Projects will require students to use academic skills in language arts, mathematics, social sciences, and science. Community resources will be accessed through student contacts.

#### 6. Assessment Plan and Grading Scale

Assessment Strategy	Description	Percent
Projects	Quality of written and/or oral work	25%
Daily Work	Quality of self-evaluation, reactions, and other daily assignments	75%

School Grading Scale:

The grades will be determined by each individual school. Percentages will be sent out.