

## Introduction to Hospitality & Tourism Careers

Welcome to Introduction to Hospitality & Tourism Careers! This semester course is designed to help students in grades 9-12 explore the many and varied careers available in the Hospitality & Tourism industry. The course focuses on the four pathways of the Hospitality & Tourism cluster: **Restaurant & Food/Beverages, Lodging, Travel & Tourism, and Recreation, Amusements & Attractions**. Through the exploration of these careers, students will learn about the skills and knowledge needed to be successful employees in this industry.

### Course Goals and Standards

The goals for this course are based on the National Family & Consumer Science standards and business & industry information. The goals of the course are:

- Analyze career paths within the hospitality, tourism, and recreation industries
- Identify practices and skills involved in hospitality, tourism and recreation industries
- Explore concepts of customer service to meet customer expectations and provide customer satisfaction
- Examine procedures related to safety, security and environmental issues in the hospitality, tourism and recreation industries

In achieving these goals, students will meet the following technical standards:

- 10.1 Analyze career paths within the hospitality, tourism, and recreation industries
  - 10.1.1 Determine the roles and functions of individuals engaged in hospitality, tourism and recreation careers
  - 10.1.2 Explore opportunities for employment and entrepreneurial endeavors
  - 10.1.3 Examine education and training requirements and opportunities for career paths in hospitality, tourism, and recreation
- 10.2 Examine procedures applied to safety, security and environmental issues
  - 10.2.1 Identify the importance of safety, security, and environmental issues related to the Hospitality, tourism, and recreation industries
- 10.3 Apply concepts of service to meet customer expectations
  - 10.3.1 Practice service methods which exceed the expectations of customers
  - 10.3.2 Determine the relationship between employees' attitude and actions and customer satisfaction
  - 10.3.3 Identify strategies for resolving complaints
  - 10.3.4 Examine the impact customer relations has on success of the hospitality, tourism, and recreation industry
- 10.4 Examine practices and skills involved in lodging occupations
  - 10.4.1 Examine the importance of safety, security, and environmental issues related to the lodging industry

Students will meet the following academic standards:

#### Communication Arts 9-12: Writing

- Indicator 1: Students are able to use appropriate content, organization, form, and style in technical, business, creative, and personal writing.
- Indicator 4: Use accurate and detailed references to support key ideas and viewpoints

#### Science 9-12

- S.2.3. Students are able to analyze and describe the benefits, limitations, cost, and consequences involved in using, conserving, or recycling resources
- N.2.1. Students are able to apply science process skills to design and conduct student investigations
- N.2.2. Students are able to practice safe and effective laboratory techniques

## Communication

Contact Hours:	
Suzanne Skinner	E-Mail: <a href="mailto:suzanne.skinner@k12.sd.us">suzanne.skinner@k12.sd.us</a> Best Option ☺
800 W 10 <sup>th</sup> Ave	Phone: 605-995-3051     3:15 - 4:00 p.m. most days
Mitchell, SD 57325	Fax #: 605-995-3037

## Class Expectations

In an online class, you have responsibility for your own learning and your instructors will support you in your learning process. Here are some ways to make this a positive experience:

- Even though this is an online class, we will still have opportunities for interaction with classmates and “hands-on” activities. Blackboard will be used for class information, calendar, assignments, assessments, e-mail and discussions.
- It is important for you to do your own work on the assignments, projects and quizzes. It is also important for you and the other students at your site (if there are other students) to be able to figure things out together and to learn with each other. If you're not sure about how to do something, ask your classmates. If they aren't sure either, post a question to the discussion board. Work together—but do your own work.
  - You can contact your instructor at the email address above, through the Blackboard e-mail option or by using the SD K12 e-mail system. E-mails will be replied to as promptly as possible. If your teacher will be away, she will let you know by email or by posting a message on the discussion board in Blackboard.
  - Teachers can be reached by telephone at the number and times listed above. You or your parent/guardian can also ask to schedule a video conference over the DDN network if you would like some extra help or would like to talk to an instructor face-to-face
  - We are interested in hearing your comments and questions and in helping you to learn the course material. If you feel frustrated with the course, or just need to ask a few questions, please email or call your teacher so your questions are answered and you can move forward.

## Textbooks and Instructional Materials

The textbook used for this class is *Hospitality Services* by Linda Smock. You will also use a variety of Internet and local resources. Always check directions and rubrics for assignments and projects before handing them in so that they are complete and you receive all the points you deserve.

Computer hardware needed to participate in this class includes a computer, printer, and access to the Internet. A T1 line is preferred for easy access of websites. Software needed to participate in this course includes the Office programs of WORD, Excel, and PowerPoint. Access to a digital camera will also be helpful for some of the assignments.

## Class Policies and Procedures

**Attendance & Class Time:** This class is on-line, so different sites will have students working at different times. It is best for all of the students at your school in this class to work in the same room at the same time, so you can help each other. Your school should schedule this class during one of your regular class hours. **It is important for you to work on this class during the assigned time. It is very easy to fall behind and very difficult to catch up once you're behind.** When you have a question or are unsure about what to do next, it is your responsibility to

ask the facilitator or me, so that your situation is resolved and you can continue. Your facilitator will take attendance and handle excuses when you are late or absent for class, according to your school's policy. Please remember that all correspondence in Blackboard is recorded and can be checked at a later time. Your instructor will have a record of whether or not you contacted her, and what was said.

If you miss class for a school related event or an illness, please allow some extra time to work on this course. You'll need to get caught up right away. The course will be easier if you're working on the same assignments as the other students at your site.

**Student Behavior:** To successfully complete this course, you need to be working during your class time. Your facilitator will handle any discipline issues according to your school's discipline policy. All assignments and projects must contain content that is appropriate for a K-12 classroom. Assignments or projects containing inappropriate material will not be accepted and may result in a 0 or, in extreme cases, removal from the course.

**Assignments & Projects:** You must do your own assignments and projects. It is also important to remember that using other people's ideas, works, pictures, or any other content is illegal. You should hand in work by submitting it through Blackboard. The module assignment will clearly tell you how to submit the assignments. If you have questions, or are having trouble, call or e-mail your instructor. You must keep working through the course in order to finish by the end of the semester. Assignments, projects, or quizzes that are not completed by the end of the semester will receive a grade of 0 which will be included in your course grade. There is plenty of time to finish the course if you work during every scheduled class time.

**\*Remember:** You are responsible for your learning in online classes more than in any other classroom situation!

### Grading Procedures

Quizzes must be taken while the class facilitator is present, for credit to be given. Modules will also have projects and other ways to demonstrate your knowledge or skills gained. Your assignments and quizzes are graded based on the maximum number of points possible. The number of points allowed for each assignment, project, or quiz is shown on each assignment. The number of points that you earn will be divided by the number of points possible to determine your percentage. The percentage that you earn determines your course grade based on the grading scale used at your school.

### Course Schedule

The course schedule can be found in the **Pacing Chart** located under the **Information** link/room. Please check regularly to keep updated with the course timeline and any deadlines.