

UNIT 1: INTRODUCTION TO HOSPITALITY

GOAL: Students will be taken on tours via the Internet, guest speakers and a field trip to explore the scoop of the hospitality industry. During this exploration, the students will be able to explain how food service and hotel operations interrelate and discuss current and future trends that will impact how business is conducted.

OBJECTIVES: At the completion of this unit, students will be able to:

1. Discuss the scope of the hospitality industry.
2. Categorize the businesses and organizations that are part of the hospitality and tourism industry.
3. Explain how hospitality businesses and organizations are related to one another.
4. Discuss the reasons why people travel.
5. Discuss the historical development of hospitality and tourism
6. Explain the foodservice industry's relationship to world history.
7. List famous chefs from history and identify their major accomplishments.
8. Identify U.S. cuisines.
9. List current trends in society and explain how they influence the hotel and foodservice industry.
10. Investigate and analyze the impact of future economic, technological, and social changes in the hospitality industry.
11. Explain how lodging operations interrelate to other hospitality organizations.
12. Outline the different managed services segments
13. Describe factors that distinguish managed services operations from commercial ones.
14. Explain the need for managed services in elementary schools, secondary and post secondary schools.
15. Discuss the functions of ratings organizations.
16. Explain how foodservice operations interrelate to the hotel and other hospitality organizations.
17. List the departmental segments in a hotel and describe the functions of each
18. List job and career opportunities on the entry-level, skilled-level and managerial level in the hospitality industry.
19. Create a career ladder.
20. Assess the strengths and weaknesses of hospitality careers.

UNIT 2: FOOD SAFETY MANAGEMENT

GOAL: This 16-20 hour unit will enable students to achieve multiple goals. Not only will they learn how to prepare and serve food safely, but they will also learn how to avoid food safety risks in a food service operation. If the student opts to pay the fee to take the certification exam, their five year certification will not only make them a valuable asset to their internship, but will earn them college credit as well.

OBJECTIVES: At the completion of this unit, students will be able to:

1. Analyze the reasons for foodborne illness outbreaks.

2. Identify the characteristics of potentially hazardous food.
3. Explain a manager's responsibility to provide food safety training.
4. Identify factors that affect the growth of foodborne pathogens
5. Identify major foodborne illnesses caused by bacteria and their symptoms.
6. Identify characteristics of these foodborne pathogens including sources, food involved in outbreaks, and methods of prevention.
7. Identify the eight most common allergens, associated symptoms, and methods of prevention.
8. Identify biological, chemical, and physical contaminants.
9. Identify methods to prevent contamination from these sources.
10. Identify criteria for accepting or rejecting common and special foods.
11. Demonstrate how to properly store all food forms.
12. Identify safe methods for thawing food.
13. Identify methods for preventing contamination and time and temperature abuse when preparing food.
14. Identify the minimum internal cooking temperatures and times for potentially hazardous foods.
15. Identify proper procedures and time and temperature requirements for cooling foods.
16. Identify requirements for reheating potentially hazardous foods.
17. Identify time and temperature requirements for cold and hot holding potentially hazardous foods.
18. Identify the requirements for using time rather than temperature as the only method of control when holding ready-to-eat foods.
19. Identify the hazards when transporting foods and ways to prevent them.
20. Identify the importance of active managerial control.
21. Identify HACCP principles for preventing foodborne illness.
22. Implement HACCP principles for a foodservice operation.
23. Identify necessary components of a crisis-management system.
24. Explain cooperation procedures with regulatory agencies.
25. Explain and demonstrate the difference between cleaning and sanitizing.
26. Discuss proper storage of clean and sanitized items.
27. Identify storage requirements of cleaning chemicals.
28. Identify requirements of an integrated pest management program.
29. Differentiate between pest prevention and control.

UNIT 3: WORKPLACE SAFETY & SECURITY

GOAL: Students will investigate governmental regulations imposed on the hospitality industry in order to maintain a safe environment for employees, guests, and customers.

OBJECTIVES: At the completion of this unit, student will demonstrate the ability to:

1. Discuss who is legally responsible for providing a safe work environment.
2. Define the role of Occupational Safety and Health administration (OSHA) regulations.
3. Identify the Hazard Communication Standard requirements for employers.
4. Identify the requirements for storing hazardous chemicals in an operation.
5. Discuss how protective clothing and equipment prevent injuries.
6. Classify the different types of fires and fire extinguishers.
7. Identify electrical hazards that contribute to accidental fires.
8. Outline frequency cleaning schedule for equipment fire prevention.
9. Outline proper actions to take in the event of a fire.
10. Describe ways to prevent burns.
11. List hazards that contribute to injury due to slips or falls.
12. Outline proper procedures for cleaning up spills on floors.
13. Demonstrate how to use ladders safely.
14. Describe safe methods for lifting, carrying, and moving heavy items.
15. Demonstrate safe use of electrical equipment.
16. Demonstrate safe use of knives.
17. Outline basic first aid concepts and procedures.
18. Explain CPR and the Heimlich maneuver.
19. Identify external threats to an operation.
20. List safe driving techniques.
21. Describe the role of the front office in security.
22. Explain how key control measures and locking systems protect guests.
23. Create a plan for front desk surveillance and access control.
24. Describe how to protect guest's valuables
25. Identify activities that are suspicious.
26. Describe how to minimize guest and employee theft.
27. Explain the importance of a safety audit.
28. Explain the importance of completing standard reports for accidents or illnesses.
29. List ways to use protective clothing and equipment to prevent injuries.
30. Discuss elements of an emergency response plan.

Unit 4: FOODSERVICE EQUIPMENT

GOAL: Students will receive hands-on training on how to operate, clean, and sanitize major pieces of commercial foodservice equipment. Additionally, students will receive hands-on training in knife care and usage.

OBJECTIVES: At the completion of this unit, student will demonstrate the ability to:

1. Identify common and specialty commercial kitchen equipment used for receiving, storing, preparation, holding, and serving food.
2. Explain and demonstrate how to operate, dismantle, clean, and sanitize common and specialty commercial kitchen equipment.
3. Identify common commercial and specialty kitchen tools.
4. Identify basic commercial kitchen pots and pans
5. Identify storage equipment for hot, cold and dry foods.
6. Compare and contrast the features of commercial automatic dishwashing machines.
7. Discuss the purpose of the 3-compartment sink.
8. Identify kitchen hand tools, small wares, and utensils.
9. Discuss safe knife usage.
10. Demonstrate knife care and skills.
11. Compare and contrast the features of dishwashing machines.
12. Discuss the purpose of the 3-compartment sink.

UNIT: 5 KITCHEN ESSENTIALS 1

GOAL: Students will learn the basics of professional cooking through hands-on application of commercial cooking methods, use of standardized recipes, recipe conversion, and portion control.

OBJECTIVES: At the completion of this unit, student will demonstrate the ability to:

1. Define the term professionalism and discuss its application to the foodservice industry.
2. Explain the kitchen brigade system.
3. Explain the dining room brigade system.
4. Define the concept of mise en place.
5. Demonstrate professional organization in the kitchen
6. Explain the basic math concepts used in standardized recipes.
7. Demonstrate understanding of the metric system by calculating conversions into US measurements.
8. Identify common weight and measures.
9. Identify common weight and measures abbreviations.
10. Identify measuring and portioning devices
11. Explain the importance of using portioning devices
12. Demonstrate measuring and portioning foods with scales, ladles, measuring cups and spoons and scoops.
13. Determine AP and EP amounts.
14. Discuss the problems and limitations of written recipes.
15. Discuss the importance of using judgment when cooking.
16. Discuss the components and functions of standardized recipes.
17. Explain terms associated with recipe usage.
18. Convert recipes to yield larger and smaller quantities.

UNIT: 6 KITCHEN ESSENTIALS 2

GOAL: Students will continue to learn the basics of professional cooking through a study of taste sensations, application of herbs and spices, preparation techniques, cooking methods, and application of healthy nutrition practices.

OBJECTIVES: At the completion of this unit, student will demonstrate the ability to:

1. Identify the four taste sensations on the tongue.
2. Explain the basic principles of the physiology of the sense of taste and smell.
3. Discuss the difference between seasoning and flavoring.
4. Identify a variety of herbs, spices, oils, vinegars, wines and other flavorings.
5. Compare fresh herbs and spices.
6. Discuss the origin and ethnic identity of major herbs and spices.
7. Identify other seasoning and flavoring ingredients.
8. Experiment on how to use flavoring ingredients to create, enhance or alter the natural flavors of a dish.
9. Summarize the effects of heat on food.
10. Describe dry-heat cooking methods and list the foods to which they are suited.
11. Describe moist-heat cooking methods and list the foods to which they are suited.
12. Describe combination cooking methods and list the foods to which they are suited.
13. Explain how to tell when a product has achieved the desired doneness.
14. State the guidelines for plating and storing cooked food.
15. Discuss preparation techniques used in cooking.
16. Identify components of a healthy diet.
17. Discuss how to use the Dietary Guidelines for Americans to plan menu items.
18. Explain MyPyramid.
19. Discuss nutritional labeling and how it is used.
20. Define obesity and discuss ways it can be prevented.

UNIT: 7 COMMUNICATIONS

GOAL: Students will engage in hands on activities to demonstrate their knowledge in resolving guest and customer complaints.

OBJECTIVES: At the completion of this unit, student will demonstrate the ability to:

1. Explain the communication process
2. Identify successful communication skills.
3. Identify ways that managers can improve communication skills.
4. Outline barriers to effective communication.
5. Identify effective listening and speaking skills.
6. Demonstrate effective listening and speaking skills.
7. Outline tips for effective speaking.
8. List and describe parts of a formal presentation.
9. Demonstrate use of visual aids effectively.
10. Demonstrate use of voice and body language effectively.
11. List skills needed for effective business writing.

12. Demonstrate effective writing skills.
13. List and Demonstrate courteous telephone skills.
14. Explain the importance of good writing
15. Describe the guidelines for better business writing
16. List basic business writing rules.
17. Write a standard business memo or e-mail.
18. Write a standard business letter.

UNIT 8: STOCKS, SAUCES & SOUPS

GOAL: Students will identify the basic stock, soup, and sauce categories, and discuss their relationships to one another. Students will also demonstrate their culinary skills in preparing stocks, soups and sauces

OBJECTIVES: At the completion of this unit, student will demonstrate the ability to:

1. Identify the four essential parts of stock and stock ingredients.
2. Identify stock parts and their ingredients.
3. Discuss the reasons for each ingredient.
4. Discuss and demonstrate the preparation of stocks.
5. Discuss how to degrease a stock.
6. Compare convenience bases and stocks.
7. Discuss H.A.C.C.P. safety during the cooling and storing
8. Demonstrate how to prepare a stock.
9. Identify grand or mother sauces.
10. Identify small sauces made from a grand sauce
11. Identify components of a sauce.
12. Discuss sauce qualities.
13. Identify types of thickening agents used in sauces.
14. Demonstrate how to prepare a white, blond, or brown roux.
15. Discuss components of a quality sauce
16. Explain how to prepare Veloute and Béchamel sauces.
17. Discuss other uses for Veloute and Béchamel sauces.
18. Demonstrate how to prepare Veloute and Béchamel sauces.
19. Prepare a small sauce from a Veloute sauce.
20. Identify the basic soup categories and give examples of each.
21. Discuss soup garnish and service.
22. Compare convenience packaged soups to ones made from stock.
23. Prepare a soup from selected recipes
24. Demonstrate H.A.C.C.P. safety during preparation, cooking, and holding times.
25. Identify the qualities of a consommé.
26. Explain the preparation of a consommé.

UNIT 9: FRONT OFFICE

GOAL: Students will demonstrate the skills necessary to care for guests during the guest cycle handled by the front office department in a hotel.

Stages in the Guest Cycle

Objectives: At the completion of this lesson, students will be able to:

1. List the events that occur during pre-arrival.
2. Outline the activities occurring during the arrival stage.
3. Describe the tasks performed during the occupancy state.
4. Outline check-out procedures.

Types of Reservations

Objectives: At the completion of this lesson, students will be able to:

1. Describe the various reservations used in a hotel.
2. Differentiate between binding and non-binding reservation agreements.
3. Describe sources of reservations and their various networks.

The Reservations Process

Objectives: At the completion of this lesson, students will be able to:

Students will be able to identify the steps in the reservation process

Forecasting

Objectives: At the completion of this lesson, students will be able to:

1. Explain the importance of forecasting.
2. Demonstrate how to develop a forecasting report.

Using a Property Management System

Objectives: At the completion of this lesson, students will be able to:

1. Identify components of a specific Property Management software system
2. Demonstrate how use the software.

Revenue Management

Objectives: At the completion of this lesson, students will be able to:

1. Learn how to read, and then make adjustments to a hotel's occupancy forecast.
2. Interpret data on an occupancy forecast
3. Apply room rate strategies so as to estimate rooms revenue
4. Demonstrate how to modify an occupancy forecast by entering group block information into the forecast.
5. Analyze group block information and its relation to rooms available to sell.
6. Demonstrate how to modify an occupancy forecast by entering group block information into the forecast.
7. Analyze group block information and its relation to rooms available to sell.

Reservation Management

Objectives: At the completion of this lesson, students will be able to::

1. Identify the functions and purpose of pre-registration.
2. Demonstrate how to obtain room availability information.
3. Interpret rate schedules.
4. Differentiate room rate applications.
5. Demonstrate how to retrieve and modify as reservation
6. Identify procedures for making a "group block" reservation using a PMS.
7. Demonstrate how to make a "group block" reservation using a PMS.
8. Identify components of a group "master" reservation.
9. Demonstrate how to make a group "master reservation.
10. Students will demonstrate how to retrieve and then modify a group "master reservation.
11. Demonstrate how to adjust room rates using PMS based upon the room demand levels forecasted for those dates.

Guest Stay Information

Objectives: At the completion of this lesson, students will be able to:

1. Identify components in a housekeeping report.
2. Demonstrate how to use the information to update guest room status using a PMS.
3. Demonstrate how to create a work schedule using a PMS that details the number of attendant hours that will be required to fully staff a given date.
4. Identify ways to upsell a guest to a higher rate category.
5. Identify steps to assist walk-in guests who cannot be accommodated.
6. Identify steps to help non-guaranteed reservations who must be turned away.
7. List procedures to follow when there is no room for a guest with a guaranteed reservation.
8. Demonstrate how to assign arriving guests to their requested ready and vacant rooms using a PMS.
9. Identify methods of payment used to secure a room
10. Describe steps to verify the validity of a debit or credit card

11. Describe check accepting procedures.
12. Outline special programs that guests may use to pay for a hotel stay.
13. Describe policies governing the issuing of a room key.
14. Demonstrate how to assign arriving guests to a ready and vacant room when their original request is not available.
15. Analyze the impact on room reassignment has on the hotel and the guest.
16. Identify types of folios.
17. Describe the types of entries that can be made into accounts.

Guest Departure and Payment

Objectives: At the completion of this lesson, students will be able to:

1. Identify activities involved at guest checkout.
2. Identify steps to update room status.
3. Explain the importance of creating a guest history record
4. List departure procedures.
5. Demonstrate how to keep guest records up-to-date by posting transactions to active guests' folios.
6. Explain why hotels may charge late check-out fees
7. Describe express check-out options.
8. Describe self check-out procedures.
9. Students will demonstrate how to adjust charges from guest's bills.
10. List the steps involved in internal control
11. Describe procedures for cash banks
12. Explain why hotels audit financial records.
13. Identify steps in a daily operations report.
14. Demonstrate how to calculate occupancy ratios.
15. Analyze room revenue
16. Interpret room's division budget reports.
17. How to close guest folios.
18. How to split charges on guest folios.
19. Identify ways to handle disputes guests may have regarding charges on their folios.

Audit Overview

Objectives: At the completion of this lesson, students will be able to:

1. Students will identify functions of a front office audit.
2. Identify components of a shift report.
3. Identify how to sum up each transaction group to balance and close out a single shift.
4. Demonstrate how to correct an "out-of-balance" shift
5. Demonstrate how to balance a full day's shift or night audit.
6. Demonstrate how to reconcile a guest ledger.
7. Identify the effect that guest transactions have on the guest ledger.
8. Demonstrate how to reconcile a city ledger.

9. Identify the effect that non-guest transactions have on the city ledger.
10. Identify data that needs to be supplied in a Manager's Daily Report
11. Demonstrate that they can apply their previous acquired knowledge of hotel operations by inserting missing data into a manager's daily report.
12. Identify the term, "Competitive set"
13. Explain the performance indices when comparing property to other hotels:
 - ADR
 - Occupancy percentage
 - RevPar

UNIT 10: HOUSEKEEPING MANAGEMENT

GOAL: The unit is introduced to the student by way of a field trip to a local hotel mentor. Specifically the student will tour the departments of housekeeping and laundry. They will be able to discuss information on how to manage the individual units as well as receive hands-on experience in activities such as bed making, stocking housekeeping carts, vacuuming and room inspections. The field trip excursion will be used as a tool to enhance later classroom activities. Students will be able to relate the vital importance of the housekeeping department to the hotel establishment.

The Housekeeping Department

The Department

Objectives: At the completion of this lesson, students will be able to:

1. Explain the importance of the housekeeping department.
2. Identify typical cleaning responsibilities for the housekeeping department.

Planning

Objectives: At the completion of this lesson, students will be able to:

1. Create an inventory list of work to be performed.
2. Create a frequency schedule.
3. Develop performance standards.
4. Implements productivity standards.

Staffing and Scheduling

Objectives: At the completion of this lesson, students will be able to:

1. Distinguish between fixed and variable staff positions.
2. Develop a staffing guide for room attendants.
3. Develop a staffing guide for other housekeeping positions.
4. Develop employee work schedules.
5. Identify alternative scheduling techniques.

Carpet Construction and Maintenance

Carpet Construction

Objectives: At the completion of this lesson, students will be able to:

1. Describe how the carpets face affects its durability.
2. Identify the types of primary backings.
3. Explain how secondary backings are applied to carpets.

Carpet Problems

Objectives: At the completion of this lesson, students will be able to:

1. Explain proper carpet care.
2. Identify problems in carpet care and discuss their solutions.

Carpet Maintenance

Objectives: At the completion of this lesson, students will be able to:

1. Explain how to use floor plans and calendars to schedule maintenance.
2. Describe how routine inspections are part of a carpet and floor care program.
3. Explain how preventive maintenance can prolong the life of carpets.
4. Describe how routine maintenance of carpets is performed at a property.

Carpet Cleaning Methods

Objectives: At the completion of this lesson, students will be able to:

1. Explain proper vacuuming procedures.
2. Identify when to use dry powder cleaning methods.
3. Explain the use of bonnet spin pad cleaning equipment.
4. Describe the use of rotary shampoo equipment.
5. Describe water extraction techniques.

Housekeeping Inventory

Types of Inventory

Objectives: At the completion of this lesson, students will be able to:

1. Identify recycled inventories and how they are maintained.
2. Explain how the housekeeping department maintains non-recycled inventory.
3. Calculate expected inventories.

Cleaning Supplies

Objectives: At the completion of this lesson, students will be able to:

1. Identify types of cleaning supplies.
2. Establish inventory levels for cleaning supplies.

3. Control cleaning supply inventories.

Linens Inventory and Control

Objectives: At the completion of this lesson, students will be able to:

1. Identify types of linens.
2. Establish par levels for linens.
3. Describe procedures for effective inventory control of linens.
4. Take a physical inventory of linens.

Linens Purchases

Objectives: At the completion of this lesson, students will be able to:

1. Describe the purchasing responsibilities of the executive housekeeper.
2. Identify factors to consider when determining the size of an annual linen purchase.
3. Evaluate the quality of linens and their long-term costs.
4. Control linen purchases as they are received.

Guest Room Cleaning

Preparation

Objectives: At the completion of this lesson, students will be able to:

1. Identify guestroom-cleaning supplies.
2. Identify room attendant cart organization.

Room Assignments

Objectives: At the completion of this lesson, students will be able to:

1. Interpret a room status report
2. Complete a room assignment sheet.
3. Identify the order in which guest rooms should be cleaned.

Cleaning Procedures

Objectives: At the completion of this lesson, students will be able to:

1. Identify how to enter a room properly.
2. Identify cleaning tasks and their order of completion.
3. Identify steps in making a bed properly.
4. Identify procedures for cleaning a bathroom safely.

Inspection

Objectives: At the completion of this lesson, students will be able to:

1. Explain why guestrooms are inspected.

2. Identify procedures in a room inspection.
3. Identify technology affecting room inspections.

On-Premises Laundry Management

The Laundry Cycle

Objectives: At the completion of this lesson, students will be able to:

1. Explain the characteristics of fabric used in a hotel facility.
2. List the steps in the laundry cycle.
3. List requirements of linen sorting.
4. Explain proper procedure for storing laundry.

Chemical Use

Objectives: At the completion of this lesson, students will be able to:

1. Identify the chemicals used in the laundry department.
2. Describe the function each laundry chemical.

Equipment Use and Maintenance

Objectives: At the completion of this lesson, students will be able to:

1. Identify types of washing and drying machines used in a hotel.
2. Describe how steam cabinets and tunnels work.
3. Explain the function of flatwork ironers and pressing machines.
4. Explain how a folding machine works.
5. Outline the importance of a preventative maintenance program.

UNIT: 11 FRUITS AND VEGETABLES

GOAL: Students will participate in many hands-on activities that explore the varieties of fruits and vegetables and how to cook them safely.

Objectives: At the completion of this unit, student will demonstrate the ability to:

1. Identify, describe, and demonstrate the preparation of different types of fruits.
2. Identify, describe, and demonstrate the preparation of different types of vegetables.
3. List and explain quality grades for fresh fruits and vegetables.
4. Summarize ways to prevent fruits and vegetables from spoiling too quickly.
5. Match and cook fruits to appropriate methods.
6. Explain how to prevent enzymatic browning of fruits.
7. Match and cook vegetables to appropriate methods.

UNIT 12: POTATOES AND FARINACEOUS FOODS

GOAL: After distinguishing between the various types of potatoes, grains, legumes and pastas, students will apply classical cooking techniques using selected recipes containing these foods.

OBJECTIVES: At the completion of this unit, student will demonstrate the ability to:

1. Outline methods to select, receive, and store potatoes and grains.
2. Identify and describe different types of potatoes.
3. Using a variety of recipes and cooking techniques, prepare potatoes.
4. Identify and describe different types of grains and legumes.
5. Using a variety of recipes and cooking techniques, prepare grains and legumes.
6. Identify and describe different types of pasta.
7. Using a variety of recipes and cooking techniques, prepare pasta.

UNIT 13: Guest and Customer Service Unit Page

GOAL: Students will acquire strategic business planning skills necessary to market an intangible product like service so as to ensure an operation's profitability. Students will devise plans to anticipate, meet, and exceed guest expectations so as to guarantee quality service for a diverse population. This will be done through role plays, investigations through use of the Internet and other business resources, guest speakers, and scenario analysis activities that will also prepare them for management activities and competitions. In order to impact a keen awareness of good customer service, students will keep and share a diary of their personal customer service encounters. The diary will serve as an evaluative vehicle for the students to study how the service made them feel, did it meet their expectations, and what, if any, changes could be made to make it better.

The Service "Industry"

Objectives: At the completion of this lesson, students will be able to:

1. Identify the elements of good service.
2. Distinguish between marketing tangible products and intangible products.
3. Describe the involvement of customers in service.
4. Explain how to maintain quality control of the service product

The Importance of Customer Service

Objectives: At the completion of this lesson, students will be able to:

1. Discuss the importance of service and hospitality.
2. Distinguish between a guest and a customer.
3. Describe special needs of customers.

Identify Ways to Achieve Exceptional Service

Objectives: At the completion of this lesson, students will be able to:

1. Explain the importance of strategic planning, missions, and objectives
2. List the steps needed in a strategic planning process.
3. Define moments of truth.

Develop Service Strategies to Deliver Service

Objectives: At the completion of this lesson, students will be able to:

1. Describe strategies used for managing supply.
2. Discuss how to manage demand at hospitality properties.
3. Explain how to control payroll expenses.
4. Describe how to target a market segment.
5. List ways to set service standards.
6. List tangible things a hotel can do to provide good service

UNIT 14: THE ART OF SERVICE

GOAL: Students will discuss and demonstrate the similarities and differences between, American, French, English, Russian, banquet, buffet and quick-service styles. Additionally, students will dramatize effective ways for verbal marketing and discuss liability laws in beverage service.

OBJECTIVES: At the completion of this unit, student will demonstrate the ability to:

1. Contrast traditional and contemporary service staff positions, and list the duties and responsibilities of each.
2. Identify the various types of dining utensils.
3. Identify server tools and the stations.
4. Describe the similarities and differences between American, French, English, Russian, banquet, buffet, and quick-service styles.
5. Explain and demonstrate American, French, and Russian service.
6. Demonstrate common service techniques.
7. List information shared during the pre-shift meeting and discuss its importance.
8. Identify the importance of service guarantees.
9. Describe and dramatize the components of suggestive selling.
10. Discuss ways to determine customer satisfaction.
11. Identify and demonstrate proper procedures for processing payment
12. Discuss types of liability laws.
13. Discuss alcohol service issues.

Unit 15: HOSPITALITY RESOURCES

GOAL: Students will become acquainted with professional organizations that relate to their hospitality career interest. Students will engage in a higher level of career exploration by researching membership into related professional organizations,

hospitality colleges and universities and scholarships. Students will recognize the importance of their involvement and networking with these organizations as it relates to their life long learning.

Objectives: At the completion of this unit, students will be able to:

1. Explain what a professional organization is.
2. Explain the importance of being involved in professional organizations.
3. Explain the importance of networking.
4. Begin making networking contacts.
5. Identify hospitality professional organizations and their respective associate and allied networks.

UNIT 16: HOSPITALITY CAREER DEVELOPMENT

GOAL: After analyzing their interests and values, students will learn how to promote themselves in a professional manner by way of developing a resume and a portfolio and engage in interviewing activities so as to equip them the job and career selection process. Assignments will help students prepare for their first internship in hospitality.

OBJECTIVES: At the completion of this unit, students will be able to:

1. Develop a self-assessment of their individual strengths, weaknesses, interests, and values.
2. Identify sources of information on organizations and positions.
3. Explain the importance of networking.
4. Develop a list of networking contacts and begin making connections.
5. Write a cover letter.
6. Prepare for initial and second interviews.
7. Write a thank-you letter.
8. Discuss how to handle rejection.
9. Negotiate and choose the best job offer.
10. Develop a career portfolio.
11. Identify the seven habits of highly effective people.
12. Work successfully on the job.

Self-Assessment

Objectives: At the completion of this lesson, students will be able to:

1. Identify their strengths and weaknesses.
2. Identify their interests and values.
3. Identify sources of information on organizations and positions.

Self-Marketing and Personal Promotion

Objectives: At the completion of this lesson, students will be able to

1. Demonstrate business writing skills by writing a cover letter.
2. Demonstrate self-marketing skills by preparing a resume and portfolio.

Interviewing

Objectives: At the completion of this lesson, students will be able to:

1. Read and complete job application forms accurately.
2. Prepare for an interview.
3. Anticipate interview questions.
4. Recognize illegal interview questions.
5. Discuss how to question interviewers.
6. Write a thank-you letter.
7. Prepare for a second interview.

Responding to Job Offers

Objectives: At the completion of this lesson, students will be able to:

1. Discuss how to handle rejection.
2. Describe how to evaluate a job offer.
3. Discuss how to choose the best job offer.
4. Negotiate a job offer.

Lifelong Learning

Objectives: At the completion of this lesson, students will be able to:

1. Identify and give examples of positive work attitudes.
2. Follow the seven habits of highly effective people.
3. Career plan beyond the first job.
4. Discuss how to complete college applications and scholarship forms.

UNIT 17: MANAGEMENT ESSENTIALS

GOAL: This unit is a brief introduction to the major hospitality management unit that will be taught in year two of the Hotel and Restaurant Management Academy. The details of chapter 8 in the text, Foundations of Restaurant Management & Culinary Arts, Level One, are combined and will be taught in its entirety with the Lodging Management Curriculum.

OBJECTIVES: At the completion of this unit, students will be able to:

1. Identify components of a good work atmosphere.
2. Identify skills needed to be a successful leader.
3. Identify skills needed for interviewing and orientating new employees.
4. Identify skills needed for training and evaluating employees.