STATEWIDE COURSE SYLLABUS
Introduction to Hospitality Management and Operations

Instructor:
Teacher's Name:
Teacher Room Number:
Phone :
Fax:
Email:
Webpage:
Hours Available:

Career Cluster: Hospitality and Tourism

CIP Code: 520905

Course Number and Title: 5478 Introduction to Hospitality Management and Operations

Course Description:

Introduction to Hospitality Management and Operations is designed to explore the nature, concepts and impact of the hospitality industry. This course focuses on foundational information about the industry and includes: Career exploration, employability and career development skills, guest satisfaction, safety, security and environmental practices, the history of the hospitality industry, and the hospitality and tourism segments.

Grade Level:

Carnegie Units:

(Regulation 43-232: High School Credit - A school may award one unit of credit for an academic standards-based course that requires a minimum of 120 hours of instruction.)

Prerequisite: None

National Assessment/Credential:

South Carolina State Standards and Indicators

Unit 1: Topic: B. HOSPITALITY AND TOURISM

Amount of Time:

State Standard:

B1.Summarize the development of the hospitality industry

Indicators:

1. Research the past, present and future of the hospitality industry.

2. Compare the state and local hospitality industries.
3. List reasons for growth in the hospitality industry.
4. Explore the impact technology has had on the hospitality industry.

Amount of Time:

State Standard:

B2. Examine the hospitality and tourism segments.

Indicators:

1. Describe the 4 segments in the hospitality industry.
2. Categorize components of the lodging segment and list related employment opportunities.
3. Summarize components of the food and beverage industry and list related employment opportunities.
4. Outline components of the tourism segment and list related employment opportunities.
5. Identify the components of the recreation, amusement, and attractions segment and list related employment opportunities.

Unit 2: Topic: C. HOSPITALITY AND TOURISM CAREERS

Amount of Time:

State Standard:

C1. Identify employability and career development skills.

Indicators:

1. Demonstrate professional dress and grooming.
2. Discuss the importance of professional and ethical behavior on the job.
3. Identify the 21st Century Skills.
4. Explain the SCANS Skills.
5. Analyze methods of dealing with various workplace related issues.

Amount of Time:

State Standard:

C2. Analyze career paths within the hospitality and tourism industry.

Indicators:

1. Research careers in hospitality and tourism.
2. Explore postsecondary training and educational opportunities.
3. Develop a career portfolio.

Unit 3: Topic: D. GUEST SERVICE

Amount of Time:

State Standard:

D1. Evaluate service techniques that promote guest satisfaction.

Indicators:

1. Explain the impact of customer relations on the hospitality industry.
2. Describe the verbal, nonverbal, and written communication skills needed in a hospitality setting.
3. Identify consumer rights.
4. Recognize individual differences.

Unit 4: Topic: E. SAFETY, SECURITY, AND THE ENVIRONMENT

Amount of Time:

State Standard:

E1. Identify current safety, security, and environmental principles and practices.

Indicators:

1. Explain safety standards as they relate to the hospitality and tourism industry.
2. Outline security procedures.
3. Identify industry regulatory agencies/organizations.
4. Describe the latest conservation and sanitation practices.

STATEWIDE COURSE SYLLABUS
Introduction to Hospitality Management and Operations

Course Outline

	Unit/Lesson	Textbook Chapter		Unit/Lesson	Textbook Chapter
Week 1			**Week 10**		
Week 2			**Week 11**		
Week 3			**Week 12**		
Week 4			**Week 13**		
Week 5			**Week 14**		
Week 6			**Week 15**		
Week 7			**Week 16**		
Week 8			**Week 17**		
Week 9			**Week 18**		

Academic Alignments:
Course content is aligned with the following academic subject areas:

English Language Arts	Health and Safety Education	Technology
Earth Science	Elementary Algebra	Physics
Economics	Physical Science	Biology
Chemistry	Intermediate Algebra	Data Analysis
US History	Precalculus	US Government

Textbook(s):

Evaluation and Grading:

1. **Grading System:**

2. **Grading Scale:**

   A = 100 - 93
   B = 92 - 85
   C = 84 - 77
   D = 76 - 70
   F = 69 - below

Make-up Policy and Extra Help:

Supplies Needed:

Classroom Expectations:

Classroom Procedures:

Student Organization:

Collaborative Partnerships:

Advisory Council: The advisory council meets two times per year, once during the fall semester and once during the spring semester. All parents are invited to join our advisory council. Please contact me if you are interested.

Business/Community Connections: Businesses and community representatives are invited to serve on our advisory council. We encourage our local businesses and community representatives to provide speakers, field trip opportunities, donations, and other resources to support students in the school to work transition.

Dual Credit/Articulation Opportunities (Transition Strategies for Middle School):

Service Learning Projects:

Extended Learning Opportunities:

21st Century Skills

http://www.p21.org/index.php?option=com_content&task=view&id=254&Itemid=120

The elements listed below are 21st Century Student Outcomes representing skills, knowledge and expertise students should master to succeed in work and life in the 21st century. These elements are incorporated throughout the course content.

Core Subjects and 21st Century Themes	**Learning and Innovation Skills**
• English, Reading or Language Arts • World Languages • Arts • Mathematics • Economics • Science • Geography • History • Government and Civics	• **Creativity and Innovation** Think Creatively Work Creatively with Others Implement Innovations • **Critical Thinking and Problem Solving** Reason Effectively Use Systems Thinking Make Judgments and Decisions Solve Problems • **Communication and Collaboration** Communicate Clearly Collaborate with Others
Information, Media and Technology Skills	**Life and Career Skills**
• **Information Literacy** Access and Evaluate Information Use and Manage Information • **Media Literacy** Analyze Media Create Media Products • **ICT Literacy** Apply Technology Effectively	• **Flexibility and Adaptability** Adapt to Change Be Flexible • **Initiative and Self-Direction** Manage Goals and Time Work Independently Be Self-directed Learners • **Social and Cross-Cultural Skills** Interact Effectively with Others Work Effectively in Diverse Teams • **Productivity and Accountability** Manage Projects Produce Results • **Leadership and Responsibility** Guide and Lead Others Be Responsible to Others

STATEWIDE COURSE SYLLABUS
Introduction to Hospitality Management and Operations

CHECKLIST

Please check each item you have read and understand:

Syllabus Categories	Parent	Student
Course Description		
Unit Topics/Course Standards/Indicators		
National Assessments		
Course Outline		
Academic Alignments		
Textbook		
Evaluation and Grading		
Make-up Policy and Extra Help		
Supplies Needed		
Classroom Expectations		
Classroom Procedures		
Student Organization		
Collaborative Partnerships		
Dual Credit and Articulation Opportunities		
Service Learning Projects		
Extended Learning Opportunities		
21st Century Skills		

If you have any questions refer to the contact information on page one. Your signature below verifies that you have read, understand, and agree with the contents of this syllabus.

Student Signature: _____ Date: _____
Student Printed Name: _____
Parent Signature: _____ Date: _____
Parent Printed Name: _____