



Hospitality Habits

Lesson Plan 2-3 class
Grade Level: 10-12 **Timeframe:** periods **Program Topic:** Hospitality Habits **State:** TX
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<p>Overview & Purpose Students will learn the <u>six</u> most important hospitality habits and how to utilize them in their own job sites and communities.</p>	<p>FCCLA National Program(s) Career Connection, Leaders at Work</p>
<p>Education and National FACS Standards Addressed <u>Area of Study:</u> 3.0 Consumer Services Comprehensive Standard: Integrate knowledge, skills, and practices needed for a career in consumer services. Competencies: 3.1.1 Explain roles and functions of individuals engaged in consumer service careers.</p> <p><u>Area of Study:</u> 10.0 Hospitality, Tourism, and Recreation Comprehensive Standard: Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation. Competencies: 10.1.1 Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers 10.1.4 Analyze the impact of hospitality 10.3.1 Apply industry standards for service methods that meet expectations of guests or customers 10.3.2 Analyze the relationship between employee attitude, appearance, and actions and guest or customer satisfaction</p>	<p>Career Clusters and Pathways Hospitality, Travel and Tourism</p>
<p>Lesson Plan Goals & Objectives <i>(Specify skills/information that will be learned.)</i></p>	<p>Students will learn the six basic hospitality skills:</p> <ol style="list-style-type: none"> 1. Make a good first impression 2. Know your job. 3. Know your community 4. Communicate clearly 5. Handle problems effectively 6. Make a good last impression
<p>Materials Needed</p>	<ul style="list-style-type: none"> • Paper • Pencil • Map Pencils • Poster Board • Internet Access

<p>Introduction of Subject <i>(Give and/or demonstrate necessary information)</i></p>	<p>Ask students the following: How many of you can recall a situation where you encountered an employee at a retail establishment that was extremely helpful? Most students can recall at least one case, however, many are reluctant to share. Then ask how many students can recall a situation where they encountered an employee who was rude or unprofessional in their actions. Amazingly almost everyone’s hand will go up. They will be able to recall their personal scenario in great detail. Once we have finished sharing I begin introducing each of the six habits giving examples and role playing each as students record them in their notes.</p>
<p>Verification <i>(Steps to check for student understanding)</i></p>	<p>In order to verify the students comprehension I will periodically have someone draw a piece of paper from a jar that has one of the six habits written on it with a case scenario either giving an example of a positive or negative action. Once it has been read aloud students will then vote on whether or not it was handled properly based on the information we have discussed. I reinforce the factual information pertaining to the specific habit involved in the scenario.</p>
<p>Activity 1 / Day 1 <i>(Describe the independent activity to reinforce this lesson)</i></p>	<p>Home work assignment for day 1: Students will be given a handout to complete pertaining to their job. On this sheet they will answer the following questions: Company Name, Address, Ph, Fax, web site, Email address, Products offered for sale, services offered, business hours, holidays observed, owners name, managers name, nearest landmark, and directions to the business from the nearest interstate. I allow each student to share their information in regards to their employer the next day.</p>
<p>Activity 2 / Day 2 <i>(Describe the independent activity to reinforce this lesson)</i></p>	<p>Class Project/Homework for day 2: Have student create a map of their town using the internet and marking local points of interest. When they finish that assignment they can begin creating a list of main attractions in their community and include available visitor resource information. They will share their findings with the class on the next day.</p>
<p>Activity 3 / Day 3 <i>(Describe the independent activity to reinforce this lesson)</i></p>	<p>Share information from previous day and then have the students scavenger hunt in groups to discover the following; how the city got its name; most popular industry in the city, where the chamber of commerce is located, nearest library, population of town, kennel for boarding pets, where the hospital is located, average rainfall and temperature, mayor and council members, a good place for a horseback ride, county judge, etc. When they are finished have the students in each group create a poster or power point that will represent their findings.</p>
<p>Summary/Evaluation <i>(Assign Homework, or Reflect on the Outcomes)</i></p>	<p>Presentation of poster or Power Point to class, have students take a quiz over the six habits, and the final project which requires each student to design a logo that they feel would represent their city/community best based on the knowledge that they have gained from the past 3 days of studying their community and what it has to offer.</p>
<p>Source</p>	<p>Texas AgriLife Extension Service- Texas Friendly Hospitality Program</p>