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| **TEXAS CTE LESSON PLAN**  [www.txcte.org](http://www.txcte.org) | |
| **Lesson Identification and TEKS Addressed** | |
| **Career Cluster** | Hospitality and Tourism |
| **Course Name** | Hospitality Services |
| **Lesson/Unit Title** | Get That Job! Résumés, Portfolios, and Interview Skills |
| **TEKS Student Expectations** | **130.260. Knowledge and Skills.**  (3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. The student is expected to:  (A) Outline a plan for an effective job search, including developing a resume;  (D) Develop an electronic career portfolio; and  (J) Demonstrate appropriate business and personal etiquette. |
| **Basic Direct Teach Lesson**  (Includes Special Education Modifications/Accommodations and  one English Language Proficiency Standards (ELPS) Strategy) | |
| **Instructional Objectives** | * Identify self-responsibility and self-management skills * Review components of a résumé * Create a personal résumé * Review components of a portfolio * Enhance a career portfolio with additional items * Identify proper interview techniques * Analyze interview questions and select appropriate responses * Rehearse and role-play the interview process |
| **Rationale** | Are you ready for employment? Do you want to get a job? This lesson will introduce you to skills needed for today’s job market and prepare you to enter the competitive workforce successfully. |
| **Duration of Lesson** | Five 45-minute class periods |
| **Word Wall/Key Vocabulary**  *(ELPS c1a,c,f; c2b; c3a,b,d; c4c; c5b) PDAS II(5)* | **Cover letter:** A document sent with your résumé to provide additional information on your skills and experience  **Employability skills:** General skills required for success in the labor market at all employment levels and for all sectors  **Employment evaluations:** The assessment and review of a worker’s job performance  **Interview:** A formal meeting between two or more people  **Interview skills:** How to talk to people in an interview situation, answering questions correctly and knowing the right questions to ask  **Letters of recommendation:** The writer assesses the qualities, characteristics and capabilities of the person being recommended in terms of that individual’s ability to perform a particular task or function  **Personal success:** One person’s belief of what will make them successful  **Portfolio:** A collection of work samples that support job qualifications  **Résumé:** A brief history of a person’s education, work experience and other qualifications |
| **Materials/Specialized Equipment Needed** | **Equipment:**   * Computer with projector for PowerPoint presentation * Computers with Internet access (be sure to follow school district guidelines) * Light projector (Elmo)   **Materials:**   * Cardstock * Portfolio examples (if available) * Résumé examples (if available)   **Supplies:**   * For portfolios:   + Clear sheet protectors   + Dividers   + Three ring binder * For interview role-play:   + Chairs (4)   + Table * Copies of handouts   **PowerPoint:**   * Get That Job! Résumés, Portfolios and Interview Skills – Hospitality Services   **Technology:**   * Free iPad App:   + Three Ring  Allows teachers and students to document anything, organize it in seconds and have it seamlessly available at school and at home both in the app and on the website: [www.threering.com](http://www.ted.com/talks/angela_lee_duckworth_the_key_to_success_grit) [https://itunes.apple.com/us/app/three-ring/id504311049?mt=8](http://cte.sfasu.edu/lesson-plans/maximize-your-job-search-with-a-career-portfolio/?mt=8) * **TED-Ed Talk:**   Put those smartphones away: Great tips for making your job interview count – Anna Post The primary event of the job search is the interview. This is your chance to apply your good manners and connect with a potential future employer, presenting yourself as the most qualified person for the job. The more prepared you are to speak eloquently about your life – your experiences, challenges and successes – the more likely you are prove yourself worthy of taking on the tasks within a workplace.<http://youtu.be/NKBlWanXzGE>  **Graphic Organizers:**   * Get That Job! Résumés, Portfolios and Interview Skills Notes * Get That Job! Résumés, Portfolios and Interview Skills Notes (Key) * My Employability Skills Checklist   **Handouts:**   * 101 Interview Questions * Basic Information for Writing a Résumé (half-sheet) * Career Portfolio Sections * Career Portfolio Sections (Key) * Résumés, Portfolios and Interview Skills Quiz * Résumés, Portfolios and Interview Skills Quiz (Key) * Rubric for Career Portfolio * Sample Career Portfolio Checklist * Sample Résumé Template * Service Learning Log |
| **Anticipatory Set**  (May include pre-assessment for prior knowledge) | **Before class begins:**  Note to teacher: Become familiar with the following lessons in the practicum courses:   * Empowering Your Job Skills Practicum in Culinary Arts * Empowering Your Job Skills Practicum in Hospitality Services * Maximize Your Job Search with a Career Portfolio Practicum in Culinary Arts, Practicum in Hospitality Services   Review handout Sample Career Portfolio Checklist and determine what specific items will be required in your course portfolios. Other unique items may be added to the list.  Before students begin the process of looking for employment, they should already have acquired some work-related skills.  Distribute graphic organizer My Employability Skills Checklist and allow students to rate their employability skills honestly. Explain to students that these are skills needed for today’s job market and that they still have time to improve their scores as they continue with their education.  Students should total the columns and find the range of their skills from the list below:   * 190 – 210 Congratulations! You are already employable! * 170 – 189 Way to go! You are almost there! * 150 – 169 You have time to work on your skills!   Allow students to share their results with the class.  Ask the following questions pertaining to Résumés, portfolios and interviews:   * Do you know what a résumé is? A portfolio? * Why do you think portfolios are necessary? * What documents need to be in a portfolio? * Have you started your portfolio? * Are you ready for an interview?   Today, we will be learning the skills needed to “Get That Job!”  **Note:** Homework assignment – assign students to begin gathering documents to place in career portfolio (awards, certificates, letters of reference, work samples). |
| **Direct Instruction \*** | Introduce lesson objectives, terms, and definitions.  Distribute graphic organizer Get That Job! Résumés, Portfolios and Interview Skills Notes so that students may take notes during the slide presentation.  Introduce the PowerPoint Get That Job! Résumés, Portfolios and Interview Skills and lead a discussion on the importance of having a résumé, a portfolio and interview skills needed in today’s job market.  View the videos:   * How to Write an Error-Free Résumé Your résumé is often your first impression on a potential employer. With some careful planning you can make sure it’s a good one.[http://www.howcast.com/videos/307328-How-to-Write-an-ErrorFree-Resume#](http://www.howcast.com/videos/307328-How-to-Write-an-ErrorFree-Resume) * How to Avoid Writing an Awful Cover Letter Your cover letter is the first contact that a potential employer has with you. To make a great impression, there are several cover letter mistakes that you should avoid if you’d like to hear the words “you’re hired.” [http://www.howcast.com/videos/432521-How-to-Avoid-Writing-an-Awful-Cover-Letter#](http://www.howcast.com/videos/432521-How-to-Avoid-Writing-an-Awful-Cover-Letter) * TED-Ed Talk: Put those smartphones away: Great tips for making your job interview count – Anna Post The primary event of the job search is the interview. This is your chance to apply your good manners and connect with a potential future employer, presenting yourself as the most qualified person for the job. The more prepared you are to speak eloquently about your life – your experiences, challenges and successes – the more likely you are prove yourself worthy of taking on the tasks within a workplace. [http://youtu.be/NKBlWanXzGE](http://cte.sfasu.edu/wp-content/uploads/2014/05/101-Interview-Questions7.pdf)   *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * check for understanding * provide copy of slide presentation * praise students |
| **Guided Practice \*** | Access the website below and view on a projector or print the article and view on a light projector. This information will be beneficial to your first time résumé writers.   * How to Write a Résumé for a Teenager With No Job Experience A teenager applying for his/her first job faces frustrations trying to write a résumé with little to no employment experience. Turning in a résumé with your job application may increase the likelihood of getting you hired, as a résumé provides you with the opportunity to elaborate on your skills and experience. [http://www.ehow.com/how\_7615282\_write-resume-teenager-job-experience.html](http://www.howcast.com/videos/307328-How-to-Write-an-ErrorFree-Resume)   Refer also to handout Basic Information for Writing a Résumé from the Résumé Writing for Teens lesson.  Distribute handout Sample Résumé Template and discuss the different components.  Allow students to access the résumé templates available in Microsoft Word® on their computers and choose an appropriate template to compile their personal information.  Explain that a résumé is at the beginning of a portfolio and should be updated often.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * check for understanding * allow extra time for assignment |
| **Independent Practice/Laboratory Experience/Differentiated Activities \*** | Access the website below and view on a projector or print the article and view on a light projector.   * What Is a Portfolio? To create an effective portfolio, keep track of current events in your life as well as past events as they relate to your overall abilities.<http://www.ehow.com/about_4570947_what-portfolio.html>   Distribute handout Career Portfolio Sections and discuss the components of a career portfolio using the Career Portfolio Sections (Key) placed on a light projector.  Assign students to begin creating their career portfolio by gathering all the needed information and placing the documents in the appropriate sections.  Distribute Rubric for Career Portfolio so that students will understand what is expected.  The handout Service Learning Log is included in this lesson so that students may log their service learning/community service hours.  Note: Print the 101 Interview Questions on cardstock and laminate if possible. Separate each question and place in a container.  Scenario:  You are the manager of a hospitality business. You are in the process of hiring high school students for customer service representatives. You will be interviewing the students using a panel interview team.  Select four students to be on the panel interview team. Set up four chairs and a table at the front of the room.  Provide the panel interview team with the 101 Interview Questions. The panel members will select students to take turns answering the interview questions. Allow time for students to answer questions. Review answers as a class.  Note to teacher: Interviews may be videotaped to be critiqued later.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * encourage participation * shortened assignment |
| **Lesson Closure** | Review lesson objectives, terms and definitions.  Close the lesson by debriefing – a form of reflection immediately following an activity or at the end of class. Debrief with your students by asking the following questions and allowing them time to answer:   * Does your résumé need to be updated? * Are you impressed with your portfolio? * Will you keep updating your portfolio as you take more courses and receive awards? * Other than job interviews, where else would you be able to present your portfolio? (scholarship committees, college admissions review) * Are you prepared for a job interview? * Do you think you are ready to “Get That Job!?” |
| **Summative/End of Lesson Assessment \*** | Students will present their portfolios.  Students will be assessed with appropriate rubric.  Distribute Résumés, Portfolios and Interview Skills Quiz and assess student’s knowledge of this lesson.  Option: Allow students to access the Texas Work Prep Learning Management System if they have not done so.   * Texas Job Hunter’s Guide Course. <https://www.texasworkprep.com/texasworkprep.htm>   Inform students that this is an interactive free assessment that will allow them to identify their job values, interests, aptitudes, and skills assessments as well as assist them in preparing a Résumé and teaching them interview skill tips. Students must complete all six sections and successfully pass a short quiz to receive their printable certificate.  Stress the importance of having this type of documentation in their professional portfolio  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * extended time for assignment * peer tutoring |
| **References/Resources/**  **Teacher Preparation** | **Articles:**   * How to Write a Résumé for a Teenager With No Job Experience A teenager applying for his/her first job faces frustrations trying to write a Résumé with little to no employment experience. Turning in a Résumé with your job application may increase the likelihood of getting you hired, as a résumé provides you with the opportunity to elaborate on your skills and experience. [http://www.ehow.com/how\_7615282\_write-resume-teenager-job-experience.html](http://www.ehow.com/about_6541147_teen-resume.html) * What Is a Portfolio? To create an effective portfolio, keep track of current events in your life as well as past events as they relate to your overall abilities.<http://www.ehow.com/about_4570947_what-portfolio.html>   **Textbooks:**   * Reynolds, J.S. (2010). *Hospitality services: Food & lodging.* Tinley Park, IL: Goodheart-Willcox Company. * Littrell, J.J., Lorenz, J.H. & Smith, H.T. (2009). *From school to work.* Tinley Park, IL: Goodhear-Willcox.   **Videos:**   * How to Avoid Writing an Awful Cover Letter Your cover letter is the first contact that a potential employer has with you. To make a great impression, there are several cover letter mistakes that you should avoid if you’d like to hear the words “you’re hired.” [http://www.howcast.com/videos/432521-How-to-Avoid-Writing-an-Awful-Cover-Letter#](http://www.howcast.com/videos/432521-How-to-Avoid-Writing-an-Awful-Cover-Letter) * How to Write an Error-Free Résumé Your résumé is often your first impression on a potential employer. With some careful planning you can make sure it’s a good one. [http://www.howcast.com/videos/307328-How-to-Write-an-ErrorFree-Resume#](http://www.howcast.com/videos/307328-How-to-Write-an-ErrorFree-Resume)   **Websites:**   * Careers in Hospitality Services What career do you see in your future? What education do you need for this career? How much money will you make? What skills will you need? In this lesson you will explore the answers to these questions as well as additional information regarding Hospitality Services. Let’s get started! * O\*Net Online Career Clusters contain occupations in the same field of work that require similar skills. Students, parents, and educators can use Career Clusters to help focus education plans towards obtaining the necessary knowledge, competencies, and training for success in a particular career pathway. <http://www.onetonline.org/find/career?c=9&g=Go> * Seven No-brainers for Job Interviews A job interview can be intimidating, and you only have a short amount of time to make a good impression on the interviewer. There are definitely some tricks to having a good job interview and giving yourself the best chance to be hired.<http://www.emilypost.com/getting-the-job/the-interview/212-seven-no-brainers-for-job-interviews> * What Are the Benefits of Teenagers Having Jobs? Even though balancing work and school can be a challenge, working at places such as grocery stores, restaurants and movie theaters can help teens become more mature individuals. Many teens become more responsible at home and school because of the values that they learn at their jobs. They will likely be more prepared for college, too, where they may have to balance work, school and activities. <http://www.ehow.com/about_5103914_benefits-teenagers-having-jobs.html>   **YouTube:**   * TED-Ed Talk: Put those smartphones away: Great tips for making your job interview count – Anna Post The primary event of the job search is the interview. This is your chance to apply your good manners and connect with a potential future employer, presenting yourself as the most qualified person for the job. The more prepared you are to speak eloquently about your life – your experiences, challenges and successes – the more likely you are prove yourself worthy of taking on the tasks within a workplace.<http://youtu.be/NKBlWanXzGE> |
| **Additional Required Components** | |
| **English Language Proficiency Standards (ELPS) Strategies** | * Word wall * Draw visual representations of terms on word wall * Add terms and definitions to personal dictionary * Utilize Four Corners Vocabulary/Word Wall Activity |
| **College and Career Readiness Connection[[1]](#footnote-1)** |  |
| **Recommended Strategies** | |
| **Reading Strategies** | Other articles pertaining to this lesson students may read include:   * How to Make a Résumé for a Teen There are many reasons why a teen might need a professional résumé. Teens often need Résumés to apply for part-time jobs, college, a scholarship or an internship program.<http://www.ehow.com/how_6502127_make-resume-teen.html> * Parts of a Portfolio Portfolios allow you to showcase your work experience to employers rather than simply listing it on paper or telling them in an interview.<http://www.ehow.com/list_7586163_parts-portfolio.html> * Putting Together a Portfolio for a Job Whether or not you have a portfolio to present during an interview can make or break your chances of getting hired for the job.<http://www.ehow.com/how_6141965_putting-together-portfolio-job.html> * Teen Résumé Help Writing a résumé is confusing for anyone, but for a teenager looking for his or her first job, it can seem hopeless.<http://www.ehow.com/about_6541147_teen-resume.html>   **Reading strategy:**  Encourage students to “visualize” as they read. Many students are visual learners and will benefit from making sketches or diagrams on scrap paper as they read. Providing students with graphic organizers to help them organize their thoughts is also helpful. |
| **Quotes** | Everyone has a chance to learn, improve, and build up their skills. **-Tom Peters**  Obviously, every child should be given the best possible opportunity to acquire literacy skills. **-Hugh Mackay**  Continue to study and learn new skills. **-Edie McClurg**  Collaboration is the best way to work. It’s only way to work, really. Everyone’s there because they have a set of skills to offer across the board. **-Antony Starr**  It is soooooo necessary to get the basic skills, because by the time you graduate, undergraduate or graduate, that field would have totally changed from your first day of school. **-Leigh Steinberg** |
| **Writing Strategies**  **Journal Entries + 1 Additional Writing Strategy** | **Journal Entries:**   * It is important to create a portfolio because … * Employability skills are needed in these tough economic times because … * My résumé is … * Goals and plans for the future are important to include in a portfolio because … * Examples of my best work to add to portfolio include …   **Writing Strategies:**   * RAFT Writing Strategy   + Role – job applicant   + Audience – hospitality manager   + Format – cover letter   + Topic – seeking employment |
| **Communication**  **90 Second Speech Topics** | * Three items (pictures, drawings, samples) that I will include in my portfolio are … * A career portfolio is important to create and keep updated because … |
| **Other Essential Lesson Components** | |
| **Enrichment Activity**  (e.g., homework assignment) | **TED Talks:**  TED is a nonprofit organization devoted to spreading ideas, usually in the form of short, powerful talks (18 minutes or less). The video below is related to this lesson. Allow students to view the video and lead a discussion concerning the TED Talk.  **Angela Lee Duckworth: The key to success? Grit** Leaving a high-flying job in consulting, Angela Lee Duckworth took a job teaching math to seventh graders in a New York public school. She quickly realized that IQ wasn’t the only thing separating the successful students from those who struggled. Here, she explains her theory of “grit” as a predictor of success.<http://www.ted.com/talks/angela_lee_duckworth_the_key_to_success_grit#t-358030> |
| **Family/Community Connection** | Invite a human resources manager from a local hotel to speak to the class about the importance of the portfolio and how it is used to hire employees.   * + Students may ask their parents to share their portfolio for ideas. |
| **CTSO connection(s)** | **Family, Career and Community Leaders of America**  [http://www.fcclainc.org](http://www.threering.com)   * Hospitality, Tourism, and Recreation  An individual or team event – recognizes participants who demonstrate their knowledge of the hospitality, tourism and recreation industries and ability to translate their knowledge into a hypothetical or real business. Project must relate to culinary, lodging, recreation, tourism, or event coordination. * Job Interview  An individual event – recognizes participants who use Family and Consumer Sciences and/or related occupations skills to develop a portfolio, participate in an interview and communicate a personal understanding of job requirements.   **SkillsUSA**  [http://www.skillsusa.org](http://www.skillsusa.org/)   * Employment Application Process Tests the contestant’s readiness in applying for employment and their understanding of the process. The contest is available to students who are classified under the provisions of Public Law 105-17, Individuals with Disabilities Education Act, 1997. The competition includes completing an application and interviewing with the judges. Their résumé and portfolio are used during their interviews. |
| **Service Learning Projects** | Successful service learning project ideas originate from student concerns and needs. Allow students to brainstorm about service projects pertaining to lesson. [www.ysa.org](http://www.ysa.org/)   * Possible ideas: Students may volunteer at a local career fair assisting other teenagers in writing résumés and creating a portfolio. |

1. Visit the Texas College and Career Readiness Standards at <http://www.thecb.state.tx.us/collegereadiness/CRS.pdf>, Texas Higher Education Coordinating Board (THECB), 2009. [↑](#footnote-ref-1)