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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** | Introduction to Culinary Arts |
| **Lesson/Unit Title** | Front of the House: Leadership and Teamwork |
| **TEKS Student Expectations** | **130.253. (c) Knowledge and Skills**  (1) The student demonstrates professional standards/employability skills as required by business and industry. The student is expected to:  (E) demonstrate effective teamwork and leadership  (4) The student solves problems using critical thinking, innovation, and creativity independently and in teams. The student is expected to:  (A) generate creative ideas to solve problems by brainstorming possible solutions  (B) employ critical-thinking and interpersonal skills to resolve conflicts with individuals such as coworkers, customers, clients, and employers |
| **Basic Direct Teach Lesson**  (Includes Special Education Modifications/Accommodations and  one English Language Proficiency Standards (ELPS) Strategy) | |
| **Instructional Objectives** | **Students will:**   * Analyze leadership and teamwork skills * Identify work stations in the front of the house * Review steps to solving conflicts in the workplace * Brainstorm solutions to workplace conflicts * Participate in community events to enhance leadership and teamwork skills |
| **Rationale** | All businesses need good leaders and employees who can work as a team. Understanding how to resolve conflicts in the workplace will make the work environment a pleasant and enjoyable one to work in. The restaurant industry needs excellent leaders and team players to serve their customers. Are you a leader and team player? Let’s find out. |
| **Duration of Lesson** | Three 45-minute class periods |
| **Word Wall/Key Vocabulary**  *(ELPS c1a, c, f; c2b; c3a, b, d; c4c; c5b) PDAS II (5)* | **Communication:** The process of sending and receiving messages from others  **Conflict:** A disagreement, dispute, or fight between people with opposing points of view  **Conflict resolution:** The process of settling a conflict by cooperating and problem solving  **Empathy:** The skill of thinking about what it would be like in another’s place  **Leadership:** The ability to motivate others to cooperate in doing a common task  **Server:** The service staff member who has the most contact with the customers  **Service station:** An area where supplies are kept for the service staff to reset tables between customers  **Side work:** Duties that service staff members have to perform before the dining room is open to customers  **Teamwork:** Learning to effectively communicate, resolve conflicts and develop negotiation skills |
| **Materials/Specialized Equipment Needed** | **Equipment:**   * Computer with projector for PowerPoint presentation   **Materials:**   * Cardstock * Magazine pictures of people who are in a conflict   **Supplies:**   * Bistro apron * Menu * Ticket book * Copies of handouts   **PowerPoint:**   * Front of the House: Leadership and Teamwork   **Technology:**   * Free iPad App:   + Conflict Resolution Education Activity Calendar This teaching and learning app promotes conflict resolution in educational settings.<https://itunes.apple.com/us/app/conflict-resolution-education/id532827414?mt=8>   **TED Talks:**   * The Leadership Plan: Boone Pickens at TEDxOStateU Oklahoma State University alum, oil entrepreneur and billionaire Boone Pickens debuted his leadership speech at TEDxOStateU. Pickens gives tips and tricks for becoming a successful leader.<https://www.youtube.com/watch?v=aeiSXpmMQys>   **Graphic Organizers:**   * Front of the House: Leadership and Teamwork Notes * Front of the House: Leadership and Teamwork Notes (Key) * Steps to Resolve Conflicts   **Handouts:**   * Conflicts in the Workplace – Scenarios * Rubric for Community Leadership and Teamwork Experience |
| **Anticipatory Set**  (May include pre-assessment for prior knowledge) | **Before class begins:**  Display magazine or computer images of people who are in a conflict with another person as well as a server apron, ticket book and menu.  As students enter the classroom, allow them to observe the images of people who are in a conflict with other people.  Ask students the following questions:   * Are you a leader? How do you know you are a leader? * Are you a team player? How do you know you are a team player? * Have you ever had a disagreement with another person? * How did you resolve that disagreement? * Were you able to compromise and settle the disagreement?   Lead a discussion about workplace conflicts and how it affects the restaurant business. |
| **Direct Instruction \*** | Introduce lesson objectives, terms, and definitions.  Distribute graphic organizer Front of the House: Leadership and Teamwork Notes so that students may take notes during slide presentation.  Introduce PowerPoint Front of the House: Leadership and Teamwork and lead a discussion on the importance of working together in the restaurant industry.  View YouTube video:   * How to Staff the Front of the House | Restaurant Business Learn how to staff the front of the house with the advice from Paul Bolles-Beaven in this restaurant business video from Howcast.<http://youtu.be/XzTxOvNqppw>   *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 |
| **Guided Practice \*** | Distribute graphic organizer Steps to Resolve Conflict and discuss with your students the importance of solving conflicts in the workplace.  Place the Conflicts in the Workplace – Scenarios in a basket. Some cards have been left blank so that other scenarios may be added.  Divide the class into subgroups of four and allow one person from each group to pick a card from the basket.  Students should brainstorm possible solutions to the scenarios and document the ideas on the handout.  Solutions to the conflicts will be presented in the Lesson Closure section.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * encourage participation * peer tutor |
| **Independent Practice/Laboratory Experience/Differentiated Activities \*** | Work with your community to seek venues that will allow your students to practice their service skills at banquets, functions, and events.  Examples:   * Chamber of commerce * Charity organizations * Country club * Local community college * School district events   Distribute handout Rubric for Community Leadership and Teamwork Experience so that students may understand what is expected.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * work with a peer tutor * extended time |
| **Lesson Closure** | Review lessons objectives, terms, and definitions.  Each group can discuss the scenarios that they chose and how they solved the problem by following the steps to conflict resolution.   * Guide the students with the correct procedures so that they may understand the process. |
| **Summative/End of Lesson Assessment \*** | Students may evaluate the community event in which they participated and discuss with the class the overall experience.  Students will be assessed with appropriate rubric.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * encourage participation * praise participation |
| **References/Resources/**  **Teacher Preparation** | **Textbooks:**   * *Culinary essentials.* (2010). Woodland Hills, CA: Glencoe/McGraw Hill. * *Foundations of restaurant management & culinary arts: Level one.* (2011). Boston, MA: Prentice Hall.   **Websites:**   * How to resolve employee conflict Conflict is common among all people. It can become particularly problematic in the workplace if not managed correctly<http://www.restaurant.org/Manage-My-Restaurant/Workforce-Management/Managing-Once-Hired/How-to-resolve-employee-conflict>   **YouTube:**   * How to Staff the Front of the House | Restaurant Business Learn how to staff the front of the house with the advice from Paul Bolles-Beaven in this restaurant business video from Howcast.<http://youtu.be/XzTxOvNqppw> |
| **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** | Have students read the following article from the National Restaurant Association about employee conflict:   * How to resolve employee conflict Conflict is common among all people. It can become particularly problematic in the workplace if not managed correctly<http://www.restaurant.org/Manage-My-Restaurant/Workforce-Management/Managing-Once-Hired/How-to-resolve-employee-conflict>   Reading Strategy:   * Encourage students to connect reading to their life experiences or prior knowledge. |
| **Quotes** | The goal as a company is to have customer service that is not just the best but legendary. **-Sam Walton, Founder of Wal-Mart**  Well done is better than well said. **-Benjamin Franklin**  Spend a lot of time talking to customers face to face. You’d be amazed how many companies don’t listen to their customers. **-Ross Perot** |
| **Writing Strategies**  **Journal Entries + 1 Additional Writing Strategy** | **Journal Entries:**   * Leadership skills are needed in the work world because . . . * Being part of a team is important because . . . * Servers working in restaurants have to work as part of a team because . . .   **Writing Strategy:**   * RAFT   + Role: restaurant management student   + Audience: local community college culinary arts instructor   + Format: email   + Topic: requesting to volunteer at their catering events to gain professional skills |
| **Communication**  **90 Second Speech Topics** | * Three leadership skills that I have are … * Three teamwork skills that I have are … |
| **Other Essential Lesson Components** | |
| **Enrichment Activity**  (e.g., homework assignment) | **TED Talks:**  TED is a nonprofit 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.  The Leadership Plan: Boone Pickens at TEDxOStateU Oklahoma State University alum, oil entrepreneur and billionaire Boone Pickens debuted his leadership speech at TEDxOStateU. Pickens gives tips and tricks for becoming a successful leader.<https://www.youtube.com/watch?v=aeiSXpmMQys> |
| **Family/Community Connection** | **Guest speaker:**  Invite the manager of a local restaurant to speak to the class about how conflicts are resolved with employees and customers at his/her business. Ask the manager how he/she recognizes leaders in the workplace and how important working as a team member is in the industry. |
| **CTSO connection(s)** | **Family, Career, and Community Leaders of America**  <http://www.fcclainc.org>  Leadership – An individual event – recognizes participants who actively evaluate and grow in their leadership potential. Participants use the Student Leadership Challenge and supporting materials, to investigate their leadership ability and develop a mentorship relationship to further their leadership development.  **SkillsUSA:**  <http://www.skillsusa.org/>  Restaurant Service (formerly Food and Beverage Service) – Contestants are tested on skills required in the “front of the house” of a fine restaurant. The focus is on guest service and guest relations in the dining room including: table set up; greeting guests; reservations procedures; presentation of menus; description of food, drinks, soups, and specials of the day; taking orders; serving each course and clearing the table after each course; and preparation and presentation of the check and closing remarks. Contestants are judged on personal appearance, tableside manner, professionalism, ease with guests, courtesy, general knowledge, and technical and verbal skills. |
| **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)  Example: Create a multimedia presentation on conflict resolution that students can share with an elementary school in their district. |

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)