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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** | Hotel Management |
| **Lesson/Unit Title** | Working Together: Hotel Departments |
| **TEKS Student Expectations** | **130.259. (c) Knowledge and Skills**(7) The student understands roles within teams, work units, departments, organizations, and the larger environment of the lodging industry. The student is expected to:(A) Identify lodging departments and distinguish among the duties and responsibilities within each department;(B) Implement quality-control standards and practices;(C) Compare and contrast duties and responsibilities from each department to the larger lodging environment, including food and beverage services; |
| **Basic Direct Teach Lesson**(Includes Special Education Modifications/Accommodations and one English Language Proficiency Standards (ELPS) Strategy) |
| **Instructional Objectives** | Students will:* Analyze the various departments within hotels
	+ Front desk, lodging, food and beverage, housekeeping, maintenance, human resources, accounting, etc.
* Explain the roles and responsibilities of each department
* Develop job specific vocabulary
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| **Rationale** | Understanding the various departments within hotels will help students determine their interest and skill sets for career opportunities in the hospitality and tourism industry.  |
| **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)* | * Entrepreneurship
* Occupation
* Personnel
* Departmentalized
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| **Materials/Specialized Equipment Needed** | **Equipment:*** Computer with projector for multimedia presentation
* Computers with Internet access (be sure to follow district guidelines)
* Presenter/remote

**Materials:*** Accounting books
* Fire extinguisher
* Hotel bell
* Hotel brochures
* Linens
* Robe (white)
* Room service plating
* Pillows
* Security radio

**Supplies:*** Colored paper
* Dry erase markers
* Rulers
* Tape
* Copies of handouts

**PowerPoint:*** Working Together: Hotel Departments

**Technology:*** Free iPad App:
	+ Hotel Management HDMagazine targeted latest news and trends in the hotel industry.<https://itunes.apple.com/us/app/hotel-management-hd/id450856700?mt=8>

**Graphic Organizers:*** Hotel Department Job Titles
* Hotel Department Job Titles (Key)

**Handouts:*** Rubric for 3D Graphic Organizer Project
* Working Together: Hotel Departments Guided Notes
* Working Together: Hotel Departments Guided Notes (Key)
* Working Together: Hotel Departments 3D Graphic Organizer Project
* Working Together: Hotel Departments Quiz
* Working Together: Hotel Departments Quiz (Key)
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| **Anticipatory Set**(May include pre-assessment for prior knowledge) | **Before class begins:**Note to teacher: Become familiar with How to Make a Six Panel Overlap for instructions to create 3D organizers and make at least one example to show the students.* How to Make a Six Panel OverlapStudents can use this manipulative as a sequential description of a topic or to show connection between a central idea, concept, or process.<http://youtu.be/UILX5mMhXyA>

Display as many materials as you have available in the front of the classroom so that students see them as they enter (see Materials or Specialized Equipment Needed tab).Begin the lesson by asking students the following questions:* Have you stayed in a hotel?
* Did you enjoy your stay?
* Did you take advantage of all the amenities?
* Did you notice the different people who worked there?
* What departments do you think they work with?

Divide the class into subgroups of three to four students. Instruct each group to brainstorm and create a list of departments or responsibilities for a typical hotel. Have a representative from each group report their list and write it on the white board/chart paper to make a combined list from all groups.You will refer to this list throughout the lesson. |
| **Direct Instruction \*** | Review lesson objectives, terms, and definitions.Distribute handout Working Together: Hotel Departments Guided Notes. Students will be expected to take notes while viewing the slide presentation.Introduce PowerPoint Working Together: Hotel Departments and begin discussion with students. During the discussion refer to the list of departments and responsibilities created during the Anticipatory Set. Allow students to point out correct answers. Allow for questions and answers to check for understanding.Option: Announce to students that there will be a quiz at the end of the lesson.*Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:** highlight materials for emphasis
* provide students with vocabulary list with definitions prior to lesson
* work with a peer tutor
* use study guides
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| **Guided Practice \*** | Distribute handout Hotel Department Job Titles. Guide students through a discussion of possible job titles for each function. Many job titles are listed in the Presentation Notes – Working Together: Hotel Departments.Throughout the discussion ask questions such as:* Which of these jobs do think you would like best?
* Which of these jobs is most interesting?
* What type of person would be suitable for that job?
* What type of education do you think it would take for that job?

*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 for assignment
* provide printed instructions for assignment
 |
| **Independent Practice/Laboratory Experience/Differentiated Activities \*** | Assign Working Together: Hotel Departments 3D Graphic Organizer Project. Each student will make their own graphic organizer but may work in pairs to gather information. Explain the project in detail and show an example of a completed project.Introduce and review Rubric for 3D Graphic Organizer Project so that students understand how each project component will be assessed. Using the projector, guide students through the instructions and the reliable workforce descriptions:YouTube:* How to Make a Six Panel OverlapStudents can use this manipulative as a sequential description of a topic or to show connection between a central idea, concept, or process.<http://youtu.be/UILX5mMhXyA>

Website:* O\*NET OnLine has detailed descriptions of the world of work for use by job seekers, workforce development and HR professionals, students, researchers, and more!<http://www.onetonline.org/>

Offer assistance as needed.*Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:** reduce assignment
* extended time for assignment
* work with a peer tutor
 |
| **Lesson Closure** | Review lesson objectives, terms, and definitions.During research, end each class with a few students giving a brief status report on the progress of their assignment. Have each student tell you one new job title and salary at the end of the research days. |
| **Summative/End of Lesson Assessment \***  | Student projects will be assessed with appropriate rubric.Option: Administer and assess Working Together: Hotel Departments Quiz.*Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:** grading according to work done
* providing praise and encouragement
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| **References/Resources/****Teacher Preparation** | **Textbook:*** Reynolds, Johnny Sue. (2010) *Hospitality Services Food & Lodging.* Second. Tinley Park, Illinois: The Goodheart-Willcox Company, Inc.

**Website:*** O\*NET OnLine has detailed descriptions of the world of work for use by job seekers, workforce development and HR professionals, students, researchers, and more!<http://www.onetonline.org/>

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| **Additional Required Components** |
| **English Language Proficiency Standards (ELPS) Strategies** | * Use “word wall” for vocabulary words
* Work with a peer tutor
* Peer to read materials
* Highlighted materials for emphasis
* Shortened simplified instructions
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| **College and Career Readiness Connection[[1]](#footnote-1)** |  |
| **Recommended Strategies** |
| **Reading Strategies** | Encourage students to read more about hotels and the departments within them including the roles of personnel in each department.* Hotel Business Trade Magazine Allow students to research and identify examples of the different functions of lodging roles. Use the pre-reading strategy prediction.<http://subscribe.hotelbusiness.com> (free subscription)
* Encourage students to connect reading and their life experiences or prior knowledge.
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| **Quotes** | I have a different vision of leadership. A leadership is someone who brings people together.**-George W. Bush**I cannot trust a man to control others who cannot control himself.**-Robert E. Lee**Look to the future, because that is where you’ll spend the rest of your life.**-George Burns**The great advantage of a hotel is that it is a refuge from home life.**-George Bernard Shaw**Years wrinkle the skin, but to give up enthusiasm wrinkles the soul.**-Douglas MacArthur** |
| **Writing Strategies****Journal Entries + 1 Additional Writing Strategy** | **Journal Entries:*** To me, the most interesting department of a hotel is \_\_\_\_\_\_\_\_\_\_\_ because …
* If I worked at the Front Desk of a hotel today, I would …
* I would least like to work in \_\_\_\_\_\_\_\_\_\_ department of a hotel because …
* I would like to travel to \_\_\_\_\_\_\_\_\_\_\_ and stay at the \_\_\_\_\_\_\_\_\_\_\_\_ hotel because …
* The security department is important because …

**Writing Strategy:*** RAFT (Role/Audience/Format/Topic) writing strategy:
	+ Role: student
	+ Audience: department manager in a local hotel
	+ Format: letter asking the person how and why they are in the lodging industry and what advice they would give to a high school student interested in a similar career.
	+ Topic: career investigation
 |
| **Communication****90 Second Speech Topics** | * A description of the hotel I would like to own would be …
* Three things I like about staying in four-star hotels are ……
* Three things I like about staying in budget hotels are ….
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| **Other Essential Lesson Components** |
| **Enrichment Activity**(e.g., homework assignment) | Visit a local hotel. Interview at least 5 people with different job titles. Take a picture of each person and label the picture with the person’s name and job title. Create a poster that has the 10 departments in a graphic organizer. Apply your pictures to the appropriate function and present in class.Research key requirements of the Occupations Health and Safety Act (OSHA) and make a poster comparing the requirements of the employer versus the expectations of the employees.**Hotel Management Math Assessment Question #2*** Linked video file:"http://www.showme.com/sma/embed/?s=qvy9OgS&w=580&h=434"
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| **Family/Community Connection** | Ask a manager from a local hotel to speak to the class on duties within their hotel and how they are organized. You could also arrange to have several speakers to participate in a panel discussion for the class. |
| **CTSO connection(s)** | **Family, Career, Community Leaders of America (FCCLA)**<http://www.texasfccla.org>Star Events:* Hospitality, Tourism, and Recreation is an individual or team event that 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.
* Lesson is preparation for Hospitality LEO test.
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| **Service Learning Projects** | True service learning is developed with student voice about concerns and needs. As the students are learning and researching this topic, ask them to think about ways they can maximize their learning to benefit others.Ask students how they will use what they have learned about hotel departments.Use the LEADERS Model from <http://www.servicelearning.org.> Brainstorm with your students for a service project pertaining to this lesson.Example:* To assist one of the functions such as the engineering function and update lodging entrance by adding seasonal plants several times in the year.

Another idea is to gather and design an informational brochure about the local attractions or restaurants in the area to give to hotels or motels that might not have concierge services. |

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)