STATEWIDE COURSE SYLLABUS
Hospitality Management and Operations 2

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

Career Cluster: Hospitality and Tourism

CIP Code: 520904

Course Number and Title: 5477 Hospitality Management and Operations 2

Course Description:

Hospitality Management and Operations 2 is designed for students who have decided to pursue a career in the hospitality industry. After completion of this course students will possess the knowledge and skills to advance rapidly in a career or in an institution of higher learning. This course includes career exploration, safety, security, and environmental management, leadership, management, marketing and sales, and an in depth study of the hospitality and tourism segments. Intensive laboratory and field experiences are integral parts of this course. Articulation or dual credit with post-secondary programs is encouraged. Integration of a student organization, Family Careers, and Community Leaders of America (FCCLA), or DECA greatly enhances this curriculum.

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.)

Required Prerequisite: Hospitality Management and Operations 1

National Assessment/Credential:

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South Carolina State Standards and Indicators

Unit 1: Topic: B. HOSPITALITY & TOURISM CAREERS

Amount of Time:

State Standard:

B1. Analyze management opportunities in hospitality and tourism.

Indicators:

1. Explore management careers.
2. Develop a plan to obtain a management position.
3. Present an individual career portfolio.
4. Model professional and ethical conduct.
5. Research postsecondary and scholarship options.

Unit 2:Topic: C. SAFETY, SECURITY, AND THE ENVIRONMENT

Amount of Time:

State Standard:

C1. Evaluate safety, security, and environmental procedures.

Indicators:

1. Maintain safe and healthy working conditions and environment in order to promote well-being in hospitality and tourism workplaces.
2. State the rationale for rules and laws designed to promote safety and health in the workplace.
3. Assess emergency procedures for internal and external disasters.

Unit 3:Topic: D. LEADERSHIP AND MANAGEMENT

Amount of Time:

State Standard:

D1. Describe the organizational structure and functions of leadership and management.

Indicators:

1. Distinguish between effective leadership and management styles.
2. Demonstrate conflict resolution skills.
3. Design teambuilding activities.

Amount of Time:

State Standard:

D2. Explain the importance of diversity in the workforce and in management.

Indicators:

1. Identify basic laws and regulations associated with diverse employee groups.
2. Describe how cultural/ethnic differences affect leadership styles within a group.
3. Describe how cultural/ethnic differences affect group dynamics.
4. Evaluate methods used to meet the needs of diverse groups in the workforce as a manager.

Unit 4:Topic: E. MARKETING AND SALES

Amount of Time:

State Standard:

E1. Analyze basic marketing and sales principles in hospitality and tourism.

Indicators:

1. Define marketing and the marketing mix.
2. Describe the relationship between marketing and sales.
3. Identify marketing segments in the hospitality and tourism industry.
4. Identify current hospitality sales and marketing technology trends.
5. Demonstrate the steps in the sales process.
6. Create a marketing plan.

Unit 5:Topic: F. HOSPITALITY AND TOURISM SEGMENTS

Amount of Time:

State Standard:

F1. Analyze the four segments associated with the hospitality and tourism industry.

Indicators:

1. Plan an event incorporating the four segments.
2. Summarize key elements in planning, organizing, and maintaining efficient lodging operations.
3. Demonstrate practices and skills involved in Food & Beverage occupations.
4. Explain how travel and tourism benefits from lodging and food and beverage.
5. Examine the importance of food and beverage to recreation, amusement, and attractions.

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 Government	Precalculus	US History

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

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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: _____