

# Hospitality, Tourism & Recreation Management 1 & 2

## **Course Location**

Paradise Park

1021 NE Colbern Rd

Lee's Summit, MO 64086

## **Instructor Information**

Rachel Mitchell

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Phone #: \_\_\_\_\_

Room#: 241/242



## **Course Description:**

This course will generate interest in and provide a foundational understanding of hospitality segments and the world of career opportunities within the industry. We will present students with both career readiness and position-specific skills that will help them get started in the industry and set them on the path to success. Students will be prepared to sit for an exam to earn the Hospitality & Tourism Specialist Credential which recognizes their knowledge and achievement.

## **Missouri State University Dual Credit Course Descriptions:**

*HRA 210—Introduction to Hospitality Leadership (2 credit hours)*

Examine hospitality leadership processes, concepts, and principles and to improve personal competence in decision-making, problem solving, motivation, and communication as they relate to the hospitality industry.

*HRA 215—Introduction to Lodging Management (3 credit hours)*

Fundamentals of how lodging operations are managed from a rooms perspective. Practical examples used to familiarize students with the line management aspects of reservations, registration, occupancy, and checkout and the settlement procedures in various lodging market segments.

Missouri State University - Dual Credit Syllabus can be found [HERE](#).

## **Job Shadowing & Internship Expectations**

Students enrolled in the HTRM program will participate in multiple job shadowing experiences and will complete a minimum of 100 hours working in any role in a segment of hospitality: lodging, food & beverage operations, tourism, travel and transportation, event management or attractions. Additional information about the certification and internship details can be found [HERE](#).

## **Hotel & Lodging Educational Institute Certifications**

[Guest Service Gold - Tourism](#)

[Hospitality and Tourism Specialist](#)

## **Text:**

Hospitality & Tourism Management - Second Edition, 2021

**Materials Needed:**

Each day students are expected to bring a 3-ring binder, writing utensils/highlighters, notebook paper, a charged chromebook, and headphones compatible with the chromebook to class.

**Grading Policy:**

Grades will be figured using the STA approved grading scale. Grades are cumulative throughout the semester. Semester grades are calculated on a 90/10 breakdown with 90% of the semester grade is represented by the total work done throughout the semester and 10% is represented by the final exam. Grades will be "live" and updated weekly via PowerSchool.

**Professionalism Grades:**

Daily professionalism points will be earned based on the HTRM Professional Dispositions. Students who are absent will earn a zero for the day, but points can be made up by communicating with the instructor and catching up on missed work.

**Late Work Policy:**

All work is due by the beginning of the hour on the assigned due date. If students are unable to submit assignments electronically, they are expected to email the document to the instructor or print it out and bring it with them the day it is due. All late work will result in a deduction of the student's overall professionalism score. Late work deadlines will be enforced throughout both semesters.

**Make-Up Work Policy:**

It will be the student's responsibility to check Schoology when absent. Contacting the instructor is ideal and can help alleviate missing work. Students are responsible for asking for clarification on missed assignments. School policy for absent classroom work of one day for each day missed will be followed. Time missed in the field must be made up and will be handled on a case by case basis.

**Tutoring/Extra Help:**

Tutoring or extra help can be obtained by contacting the instructor via email or phone. The teacher will provide immediate help, set up a time to meet in person or utilize a virtual meeting format. Open communication with the instructor is encouraged.

**Academic Lettering:**

Any student who has earned a 95% or higher for first semester and a 95% or higher grade at the time of the fifth grading period will receive an academic letter, also known as a Chenille letter.

**Professionalism Points:**

Each day students can earn up to 8 professionalism points. Points will decrease based on the following actions: turning in classwork late, being tardy, not arriving on time and/or leaving early from internship and job shadowing opportunities without permission, inappropriate dress, inappropriate cell phone usage, and other items related to overall professional dispositions.

**Electronics Policy:**

No electronics, cell phones or headphones are allowed in the classroom unless being used in the educational process as directed by the instructor.

**FCCLA:**

Students are required to participate in FCCLA - Family, Career and Community Leaders of America. Community service and competitive event opportunities are available. More information about FCCLA can be found [HERE](#).

**Attendance Policy:**

Regular attendance reflects dependability. The experience gained by students in the classroom cannot be duplicated in the event of absence. Summit Technology Academy's policy may differ from that of the home school and will be in effect for the period of attendance at STA. Absences of 9 days or more during a semester will result in loss of credit. On the tenth (10) absence, in any one class, the student will not earn credit for that class. Students will have the opportunity to make up missed time prior to the end of the semester either after school or during a no -attendance time with the teacher. To participate in home school activities a student must complete the pre-arranged absence form and obtain the signature of their home school administrator and return the completed form to the STA office at least one day prior to the date of the activity. Students should attempt to minimize these absences since one day's absence at STA means loss of a three hour block of instruction.

**Tardy Policy:**

Tardies will be issued according to the student handbook. Students are on time if they are seated in the classroom at the start time of class. Please take care of personal needs before the class begins. Students who are less than fifteen minutes late to school will be counted tardy, and the tardy will count against their 4 tardies in a semester. Students arriving more than 15 minutes late are NOT considered tardy, but are considered as LATE TO SCHOOL and will be considered as a class absence with appropriate disciplinary action. Those students riding in automobiles are expected to be in class on time. Any absence or tardy due to private transportation will be unexcused. Driving privileges will be revoked for students who exceed 4 tardies.

## **Course Objectives & Outline**

### *Unit 1: The World of Hospitality*

- Chapter 1: What Is Hospitality?
- Chapter 2: Careers in Hospitality and Tourism
- Chapter 3: Welcoming Guests
- Chapter 4: Workplace Skills and Expectations

### *Unit 2: Lodging Operations*

- Chapter 5: Introduction to the Lodging Industry
- Chapter 6: The Front Office
- Chapter 7: Housekeeping
- Chapter 8: Engineering
- Chapter 9: Safety and Security

### *Unit 3: Food and Beverage Operations*

- Chapter 10: The Restaurant Business
- Chapter 11: Pricing and Profitability
- Chapter 12: Food Safety and Sanitation
- Chapter 13: Responsible Food and Beverage Service

### *Unit 4: Event Management*

- Chapter 14: Meetings, Conventions, and Special Events
- Chapter 15: Banquets and Catering

### *Unit 5: Travel and Tourism*

- Chapter 16: Travel
- Chapter 17: Tourism
- Chapter 18: Attractions
- Chapter 19: Resorts, Clubs, and Gaming
- Chapter 20: Cruise Industry

### *Unit 6: Hospitality Business and Leadership Skills*

- Chapter 21: Effective Leadership
- Chapter 22: Entrepreneurship
- Chapter 23: Sales and Marketing
- Chapter 24: Financial Management