

PLATO Course Principles of Hospitality and Tourism, Semester B

Course Overview

PLATO Course Principles of Hospitality and Tourism, Semester B is a one-semester course intended to help you familiarize yourself with the personal and professional skills and qualities needed for a career in the hospitality and tourism industry. This course has sixteen lessons organized into three units. Each unit has a Unit Activity and each lesson contains one or more Lesson Activities.

This course will cover interpersonal and communication skills, professional skills, and career opportunities in the hospitality and tourism industry.

You will submit the Unit Activity documents to your teacher, and you will grade your work in the Lesson Activities by comparing them with given sample responses. The Unit Activities (submitted to the teacher), and the Lesson Activities (self-checked) are the major components of this course. There are other assessment components, namely the mastery test questions that feature along with the lesson; the pre- and post-test questions that come at the beginning and end of the unit, respectively; and an end-of-semester test. All of these tests are a combination of simple multiple-choice questions and technology enhanced (TE) questions.

Course Goals

By the end of this course, you will be able to do the following:

- Describe effective reading and writing skills for reading and writing workplace documents
- Explain verbal and nonverbal communication skills.
- Identify positive self-representation skills.
- Describe strategies to provide customer satisfaction.
- Identify methods to improve creative thinking and resourcefulness at the workplace.
- Explain teamwork skills.
- Describe the importance of time, task, and resource management.
- Describe conflict-resolution skills.
- Describe critical-thinking and problem-solving skills.
- Explain the ethical use of job-related technologies.
- Describe healthy behaviors and safety skills.
- Identify careers in food service and travel and tourism.

- Describe career preparation, job acquisition, career advancement and lifelong learning skills.

Prerequisite Skills

PLATO Course Principles of Hospitality and Tourism, Semester B has the following prerequisites:

- basic math knowledge
- ability to visualize and apply creativity and innovation
- familiarity with the writing process and following guidelines
- basic computer skills
- ability to structure and process information

General Skills

To participate in this course, you should be able to do the following:

- Perform basic operations on a computer.
- Perform online research using various search engines and library databases.
- Communicate through email and participate in discussion boards.

For a complete list of general skills that are required for participation in online courses, refer to the Prerequisites section of the Plato Student Orientation document, found at the beginning of this course.

Credit Value

PLATO Course Hospitality and Tourism, Semester B is a 0.5-credit course.

Course Materials

- notebook
- computer with Internet connection and speakers or headphones
- Microsoft Word or equivalent
- Microsoft Excel or equivalent
- Microsoft PowerPoint or equivalent

Course Pacing Guide

This course description and pacing guide is intended to help you stay on schedule with your work. Note that your course teacher may modify the schedule to meet the specific needs of your class.

Course Components and Grading Rubric

The table gives a breakdown of the weight for each component in the course. Weight represents the percentage of the total score coming from each activity.

| Course Components | Count | Weight |
|--|-----------|-------------|
| Pretest. <i>Pretests are optional assessments, typically designed for credit recovery use. If a student shows mastery of a lesson's objective, the student may be automatically exempted from that lesson in the upcoming unit. Typically, teachers do not choose to employ exemptive pretests for first-time credit courses. Pretests are not included as a component of the student's final grade.</i> | 4 | 0% |
| Module. <i>Each module in this course contains an interactive tutorial and an associated mastery test. Tutorials may include one or more Lesson Activities that constitute tasks associated with the tutorial. The module score comes from a student's score on the mastery test.</i> | 16 | 20% |
| Discussion. <i>Online discussions allow for higher-order thinking about terminal objectives. An online threaded discussion mirrors the educational experience of a classroom discussion. Teachers can initiate a discussion by asking a complex, open-ended question. Students can engage in the discussion by responding both to the question and to the thoughts of others. Each unit in a course has one predefined discussion topic; teachers may add more discussion topics.</i> | 3 | 20% |
| Unit Activity. <i>Unit Activities are at the end a unit and constitute one or more small tasks. Their purpose is to deepen understanding of key unit concepts and tie them together. Each Unit Activity includes a simple rubric. The teacher versions include both a rubric and modeled sample answers. Unit Activities are teacher graded.</i> | 3 | 20% |
| Posttest. <i>The posttest appears at the end of the unit and mirrors the pretest in structure, content, and complexity.</i> | 3 | 20% |
| End of Semester Test. <i>The end of semester test (EOS) appears at the end of the course. Students are delivered a few items from every tutorial in the course in order to assess the major course objectives.</i> | 1 | 20% |
| Total | 33 | 100% |

*Teachers may manually adjust these weights if desired, per district grading requirements.

Unit 1: Interpersonal and Communication Skills

Summary

In this unit, you'll describe effective reading and writing skills by reading and interpreting workplace documents and writing clearly. You'll identify effective speaking and listening skills by communicating effectively with customers and employees and following directions. You'll also identify positive self-representation skills by dressing appropriately and using language and manners suitable for the workplace. Finally, you'll describe customer service skills by identifying and addressing the needs of all customers and providing helpful, courteous, and knowledgeable service

| Day | Activity/Objective | Type |
|------------------|--|--------------------|
| 1 day: 1 | Syllabus and Plato Student Orientation <i>Review the Plato Student Orientation and Course Syllabus at the beginning of this course.</i> | Course Orientation |
| 4 days: 2–5 | Reading and Writing <i>Describe effective reading and writing skills by reading and interpreting workplace documents and writing clearly.</i> | Lesson |
| 4 days: 6–9 | Speaking and Listening <i>Identify effective speaking and listening skills by communicating effectively with customers and employees and following directions.</i> | Lesson |
| 4 days: 10–13 | Self-Representation <i>Identify positive self-representation skills by dressing appropriately and using language and manners suitable for the workplace.</i> | Lesson |
| 5 days: 14–18 | Customer Service <i>Describe customer service skills by identifying and addressing the needs of all customers and providing helpful, courteous, and knowledgeable service.</i> | Lesson |
| 1 day: 19 | Space Jumble | Game |
| 4 days: 20–23 | Unit Activity/Threaded Discussion—Unit 1 | Activity |
| 1 day: 24 | Post-test—Unit 1 | Assessment |

Unit 2: Professional Skills

Summary

In this unit, you'll describe creativity and resourcefulness by contributing new ideas and working with initiative. You'll describe teamwork skills by contributing to the success of the team, assisting others, and requesting help when needed. You'll also describe time, task, and resource management skills by organizing and implementing a productive plan of work. Additionally, you'll identify conflict-resolution skills by negotiating diplomatic solutions to avoid interpersonal and workplace issues. Then, you'll identify critical-thinking and problem-solving skills by analyzing and resolving problems that arise in completing assigned tasks. Next, you'll demonstrate proficiency with job-specific technologies by selecting and safely using technological resources to accomplish work responsibilities in a productive manner. Finally, you'll describe healthy behaviors and safety skills by following safety guidelines and managing personal health.

| Day | Activity/Objective | Type |
|------------------|---|--------|
| 4 days: 25–28 | Creative Resourcefulness <i>Describe creativity and resourcefulness by contributing new ideas and working with initiative.</i> | Lesson |
| 4 days: 29–32 | Teamwork <i>Describe teamwork skills by contributing to the success of the team, assisting others, and requesting help when needed.</i> | Lesson |
| 4 days: 33–36 | Time, Task, and Resource Management <i>Describe time, task, and resource management skills by organizing and implementing a productive plan of work.</i> | Lesson |
| 4 days: 37–40 | Conflict Resolution <i>Identify conflict-resolution skills by negotiating diplomatic solutions to avoid interpersonal and workplace issues.</i> | Lesson |
| 4 days: 41–44 | Critical Thinking and Problem Solving <i>Identify critical-thinking and problem-solving skills by analyzing and resolving problems that arise in completing assigned tasks.</i> | Lesson |
| 4 days: 45–48 | Job-Specific Technologies <i>Demonstrate proficiency with job-specific technologies by selecting and safely using technological resources to accomplish work responsibilities in a productive manner.</i> | Lesson |

| Day | Activity/Objective | Type |
|------------------|--|------------|
| 4 days: 49–52 | Health and Safety <i>Describe healthy behaviors and safety skills by following safety guidelines and managing personal health.</i> | Lesson |
| 1 day: 53 | Para Jumble | Game |
| 4 days: 54–57 | Unit Activity/Threaded Discussion—Unit 2 | Activity |
| 1 day: 58 | Post-test—Unit 2 | Assessment |

Unit 3: Career Opportunities

Summary

In this unit, you'll identify careers in food service, and travel and tourism industry. You'll describe issues in tourism. You'll also describe general skills and work habits that lead to career success and explore some important aspects of career planning. Additionally, you'll identify job acquisition and advancement skills by preparing to apply for a job and seeking promotion. Finally, you'll identify lifelong-learning skills by continually acquiring new industry-related information and improving professional skills.

| Day | Activity/Objective | Type |
|------------------|---|--------|
| 5 days: 59–63 | Careers in Food Service <i>Identify careers in food service.</i> | Lesson |
| 5 days: 64–68 | Careers in Travel and Tourism <i>Identify careers in travel and tourism and discuss issues in tourism.</i> | Lesson |
| 5 days: 69–73 | Career Preparation <i>Describe general skills and work habits that lead to career success and identify some important aspects of career planning.</i> | Lesson |
| 5 days: 74–78 | Job Acquisition and Advancement <i>Identify job acquisition and advancement skills by preparing to apply for a job and seeking promotion.</i> | Lesson |
| 4 days: 79–82 | Lifelong Learning <i>Identify lifelong-learning skills by continually acquiring new industry-related information and improving professional skills.</i> | Lesson |

| Day | Activity/Objective | Type |
|------------------|---|------------|
| 1 day: 83 | Thwack-A-Mole | Game |
| 4 days: 84–87 | Unit Activity/Threaded Discussion—Unit 3 | Activity |
| 1 day: 88 | Post-test—Unit 3 | Assessment |
| 1 day: 89 | Semester Review | |
| 1 day: 90 | End-of-Semester Test | Assessment |

Course Map

You will achieve course level objectives by completing each lesson’s instruction, assignments, and assessments. For a detailed look at how the materials meet these objectives, review the [course map for Semester B](#).