

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 instructor may modify the schedule to meet the specific needs of your class.

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

Day	Activity/Objective	Type
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

Day	Activity/Objective	Type
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
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

Day	Activity/Objective	Type
5 days: 69–73	Career Preparation <i>Describe general skills and work habits that lead to career success and explore 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
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