

# **Hospitality and Tourism**

**Contact information:** [Colleen.OToole@stanlycountyschools.org](mailto:Colleen.OToole@stanlycountyschools.org)

**Room 168 704-961-5200**

**Office Hours: Monday-Friday 7:30-7:55 & 10:15- 11:40**

**(I am reachable by email most of the time between 7:30 am and 3:30pm)**

During this course students will develop an understanding of the complexity of hospitality and tourism destinations as outlined by the table below:

|      |                                                                                                                                     |
|------|-------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Understand the complexity of hospitality and tourism destinations.                                                                  |
| 1.01 | Identify career opportunities in the hospitality and tourism industry.                                                              |
| 1.02 | Understand the types and interrelationships of hospitality and tourism destinations.                                                |
| 1.03 | Understand how inter-organizational systems operations impact products and services offered at hospitality and tourism destination. |
| 2    | Apply procedures for maximizing on resources at hospitality and tourism destinations.                                               |
| 2.01 | Understand the impact of the hospitality and tourism destinations on an economy.                                                    |
| 2.02 | Understand forecasting skills to identify potential cost and profit for hospitality and tourism destinations.                       |
| 2.03 | Apply skills to manage plans and budgets to accomplish goals and objectives of hospitality and tourism destinations.                |
| 3    | Understand hospitality marketing.                                                                                                   |
| 3.01 | Understand categories and motivation of travelers and tourists.                                                                     |
| 3.02 | Understand how cultural diversity impacts products and services offered by hospitality and tourism destinations.                    |
| 3.03 | Understand how geography impacts hospitality and tourism destinations.                                                              |
| 3.04 | Understand destination marketing strategies.                                                                                        |
| 4    | Understand the impact of customer service at hospitality and tourism destinations.                                                  |
| 4.01 | Understand customer service skills to ensure guest and customer satisfaction at hospitality and tourism destinations.               |
| 4.02 | Understand fostering relationships with clientele for the hospitality and tourism destinations.                                     |
| 5    | Understand safety and security and legal and ethical responsibilities at hospitality and tourism destinations.                      |
| 5.01 | Understand rules and laws designed to promote safety and security at hospitality and tourism destinations.                          |
| 5.02 | Understand ethical and legal implications for guest, customer, and employee conduct at hospitality and tourism destinations.        |

***For this course EVERYDAY you will need:***

- Chromebook fully charged, bring notebook with paper and pen or pencil.
- 3-Ring Binder
- Pens/pencils
- Glue sticks-several
- Loose leaf paper
- Colored Pencils/Sharpies (different colors)/markers
- Scissors

## **Grading-**

Classwork/Homework 25%, Employability Skills 10%, Quizzes 25%, Test/Projects 40%,

## **Cheating and Plagiarism Policy**

Any student who is caught (including working with another student when not permitted) copying responses or plagiarizing (taking someone else's ideas as your own) will receive a "0" on the assignment and will be referred to the office. See Student handbook for additional details.

## **Canvas**

Canvas is our online learning management system this year. Some work may be submitted online through canvas. All Work will be graded in Canvas and grades posted to powerschool.

## **Communication**

I will be available via email anytime and school phone during my office hours.

## **Participation**

Daily participation is expected! Students who display a pattern of not logging in regularly or not completing work will be marked absent as per SCS attendance policy for remote learners. Your commitment to regular attendance will positively affect your grades!!!

## **Email**

Students please get in the habit of checking your school email regularly. I suggest checking our email at least twice a day. Once at the beginning of the day and again later in the day.

## **Technology Problems**

Please contact me if unable to login. I will work with individual students.

## **Cell Phone Policy**

| <b>Classroom</b>                                                                                                                                                                                                                      | <b>Hallways, Common Areas, &amp; Cafeteria</b>                                                                                                                                              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| As students enter the classroom they <b>MUST</b> <ul style="list-style-type: none"><li>• Silence their phone</li><li>• Put the phone in the caddy (numbered)</li><li>• Remove ear buds and put them away (caddy or bookbag)</li></ul> | Noise from earbuds must not interfere with the safe operation of school therefore, students are permitted to use only <b>ONE</b> earbud while moving through the halls and in common areas. |
| Students are <b>NOT</b> permitted to take their phones to the restroom. The phones <b>MUST</b> remain in the classroom during the instructional block.                                                                                | Students <b>ARE</b> permitted to use their phones during class changes and lunch in accordance with board policy.                                                                           |
| Teachers may authorize individual students to use the phones for instructional purposes, provided that they supervise the students during such use.                                                                                   | <b>*The school is not responsible for lost, stolen, or damaged electronic devices.</b>                                                                                                      |
| Phones will be returned to students at the end of the block provided students follow the procedures.                                                                                                                                  |                                                                                                                                                                                             |

Students are **NOT** allowed to record, photograph, communicate on social media, or share with others events that occur on school grounds (including fights, bullying or harassing behaviors, and/or elicit behaviors).

These situations will be handled by Administration per the SCS Student Code of Conduct.

[Cell Phone Policy can be viewed here](#)

Honors Addendum: TBD