

Chapter 1: Hospitality and Tourism

Workbook	
Page 4 & 5	<ul style="list-style-type: none">• Resource Hospitality Profile of Joseph McInerney• Textbook pages 4 & 5

1.1 - Introduction

Notebook	
Page 7 & 8	<p>How do I do vocabulary? You have choices to choose from.</p> <ul style="list-style-type: none">• Choice 1: Create a chart with the vocabulary for this unit of study. In the first column write the term, in the second column write the term's definition in your own words and then in the third column illustrate the term (a picture or symbolic representation).• Choice 2: Create a foldable using all the vocabulary words. <p><i>Note: It may be helpful to you to complete the vocabulary in the workbook first to help you complete this requirement.</i></p>
Page 11: Intro to Chapter 1.1	<p>At the top of the page, Create a venn diagram to compare and contrast hospitality and tourism.</p> <ul style="list-style-type: none">• Resource <p>In the middle of the page, draw a picture of a Key or Luggage.</p> <ul style="list-style-type: none">• Label it 5 Key Reasons to Travel• Then identify and explain the 5 key reasons to travel.• Resource• Textbook Pages 6-7
Page 12	<p>Interact with the information on page 11 to help you deepen your understanding of the topics and prepare for assessments</p>
Page 13: Chapter 1.1 Continue	<p>Draw a Road and then answer the following question. How did the building of the Interstate Highway System across the United States affect the hospitality and tourism industries.</p> <ul style="list-style-type: none">• Resource
Page 14	<p>Interact with the information on page 13 to help you deepen your understanding of the topics and prepare for assessments</p>

Workbook	
Pages 6 & 7	Terms You Should Know <i>Note: It may be helpful to you to complete the vocabulary in the notebook first to complete these workbook pages.</i>
Pages 8 & 9	Pineapple Fun Facts <ul style="list-style-type: none"> • Resource
Page 10 & 11	Section 1.1 Introduction
Formative Assessment	
Click the Link take assessment	1.1 Quiz

1.2 - History of Hospitality and Tourism

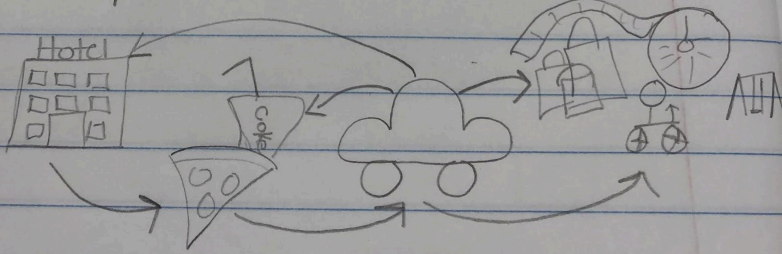
[Introduction to Section](#) - Audio

Notebook	
Page 15	Listen to this first - Audio Create a visual of how all the various hospitality and tourism business is dependent upon one another for success.
Page 16	Interact with the information on page 15 to help you deepen your understanding of the topics and prepare for assessments. <ul style="list-style-type: none"> • What learning outcome does it relate too?
Workbook	
Pages 12 - 13	Activity: The Past Resource: Textbook pages 8 & 9 Directions: Each student will research a different decade. Please look at the following list to identify your decade. Then comeple your research by completing pages 12&13 in the workbook. <ul style="list-style-type: none"> • Kyle: 1910 • Parker: 1920 • Rocelyn: 1930 • Navada: 1940

	<ul style="list-style-type: none"> • Xaire: 1950 • Addison: 1960 • Kassady: 1970 • Collin:1980 • Ida: 1990 • Sean: 2000 <p>Then create 20 Google Slides using the Pecha Kucha - Learn more about this preenations style by clicking here -Presentation format to tell your classmates about the decade your researched.</p> <ul style="list-style-type: none"> • Title Slide: Be sure to include one title slide with your name and the title of your presentation. • No Animation or Video on Slides • Always have a slide transition • Must have an image on each slide • Limit Bullet List • Limit Text <p>Add your Google Slides to this presentations by using this link.</p> <p>Resources:</p> <ol style="list-style-type: none"> 1. GECKO 2. Stay In Touch 3. Hospitality History
Formative Assessment	
Click the Link to take assessment	1.2 Quiz

1.3 - Global View of hospitality and Tourism

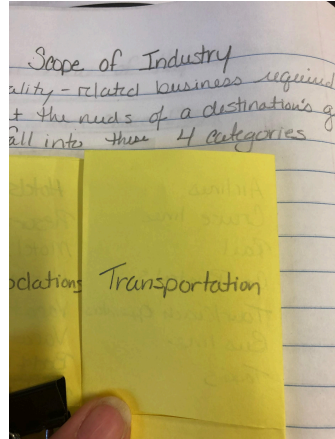
Notebook	
Page 19	<p>Read Page 10 in the Textbook</p> <p>View: What is Infrastructure? Video - Click Here for Link</p> <p>Create these notes on page 19 of your HTMP I notebook.</p>

	<div data-bbox="492 210 1422 1451"><p>19 Global View of Hospitality & Tourism</p><div data-bbox="560 331 1349 600"><p><u>Travel Choice Menu</u></p><ul style="list-style-type: none">① Food & Beverages② Travel & Tourism④ Lodging⑤ Recreation</div><p>To provide a Traveler with what they need on their trip local infrastructure must include:</p><ul style="list-style-type: none">• Places to stay• Places to eat & drink• Methods of traveling to & from locations• Things to Do<p>The World of Hospitality is interconnected!</p></div>
Page 20	<p>Interact with the information on the page before to help you deepen your understanding of the topics and prepare for assessments.</p> <ul style="list-style-type: none">• What learning outcome does it relate too?• What would be a sample exam question on this topic?
Workbook	
Page 14 & 15	Activity: Global View of hospitality and Tourism

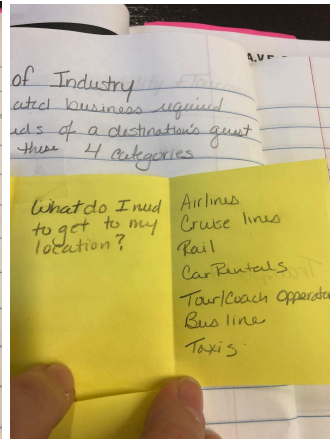
	<p>Directions:</p> <p>Each student will research a different assigned country. Please look at the following list to identify your country. Then complete page 14 and 15 in your workbook.</p> <ul style="list-style-type: none"> • Kyle: Ireland • Parker: Spain • Rocelyn: Finland • Navada: United Kingdom • Xaire: Greece • Addison: Germany • Kassady: France • Collin: Ireland • Ida: Italy • Sean: Denmark <p>Resource: Click Here for International Travelers Arrival Information Form</p>
Formative Assessments	
Discussion Padlet 1:	<p>Click Here for 1.3 Discussion</p> <p>Make sure to go back and see if people leave you comments on your posts. It is always best practice to answer questions and review comments.</p>
Discussion Padlet 2:	<p>Click Here for 1.3 Discussion</p> <p>Make sure to go back and see if people leave you comments on your posts. It is always best practice to answer questions and review comments.</p>
Click the Link to take assessment	<p>Click Here for 1.3 Quiz</p>

1.4 - Scope of the Industry

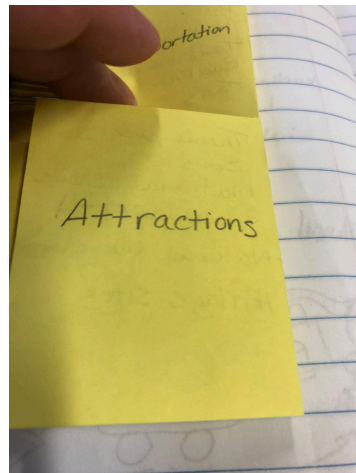
Introduction
<p>The scope of hospitality-related businesses required to meet the needs of a destination's guest typically fall into four categories. This lesson will identify the scope of the business that encompass the hospitality and</p>



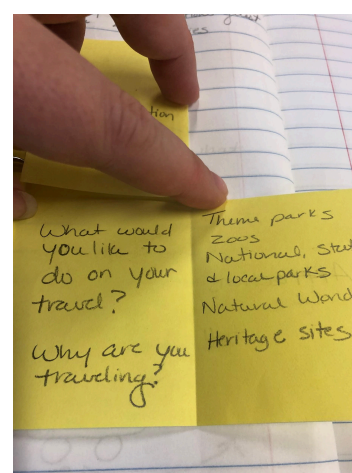
Front Flap



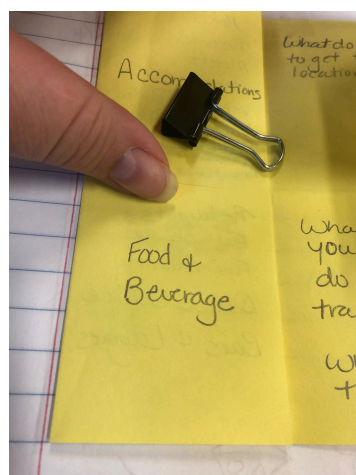
Inside Flap



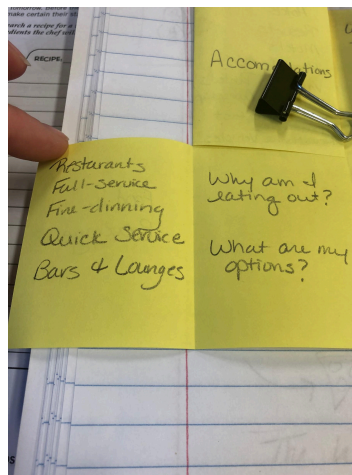
Front Flap



Inside Flap



Front Flap



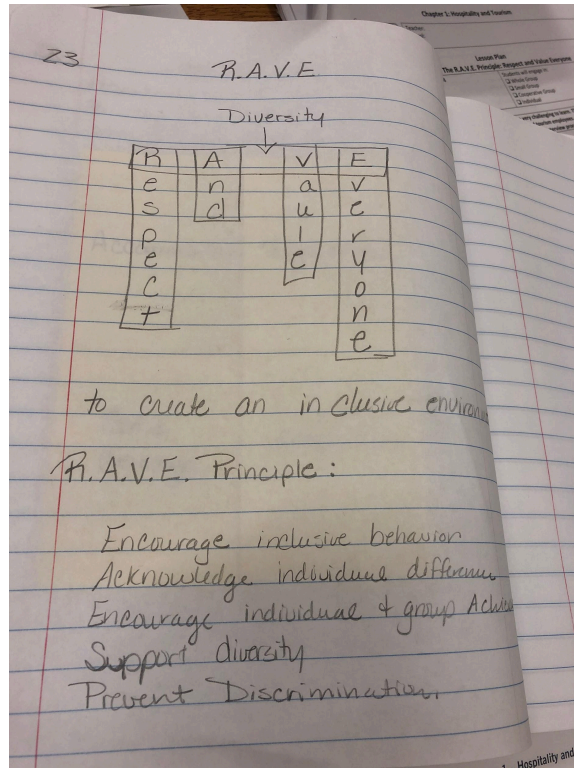
Inside Flap

Page 22	<p>Interact with the information on the page before to help you deepen your understanding of the topics and prepare for assessments.</p> <ul style="list-style-type: none"> • What learning outcome does it relate too? • What would be a sample exam question on this topic?
Workbook	
Page 16	1.4 Scope of the Industry - Follow the direction on the page.
Formative Assessments	
Click the Link to take assessment	Click Here for 1.4 Quiz

1.5 - The R.A.V.E. Principle: Respect and Value Everyone

Introduction
<p>Diversity is a complex concept and can be very challenging to learn. This lesson will define diversity and explores ways it can be demonstrated by hospitality and tourism employees. It includes a student group discussion about respecting and valuing one another through an interview process.</p> <p>Resource: http://rave-worthy.com/about-rave-worthy/</p>

Notebook



KEY TAKE AWAY

The R.A.V.E. Principle:

- Encourages inclusive behavior
- Acknowledges individual differences
- Encourages individual and group achievement
- Supports diversity
- Prevents discrimination

Interact with the information on the page before to help you deepen your understanding of the topics and prepare for assessments.

- What learning outcome does it relate too?
- What would be a sample exam question on this topic?

Workbook

Step 1: Create a partnership or small group of 3

	<p>Step 2: Choose one scenario from the provided list.</p> <p>Step 3: Read your scenario card and, based on that situation, write a list of questions the group can use to help determine the guest need.</p> <p>Step 4: Discuss The need to demonstrate respect and value for the guest when forming your questions.</p> <p>Scenarios:</p> <p>Foreign Visitor Scenario You are a server in a steak house restaurant. A group of Asian guests are seated at one of your tables and, very quickly, you realize they are having difficulty reading and understanding the menu.</p> <p>What questions do you ask to find out:</p> <ol style="list-style-type: none"> 1. Where they are from 2. Their dining expectations 3. Food preferences and/or dietary restrictions 4. What they would like to drink 5. What they would like to order for dinner <p>Guests with Disabilities Scenario You work in a local theme park and have been asked to provide assistance to a group of 6 special needs (in wheelchairs) children ages 10-12. You will be escorting the group on and off the park's rides and attractions. You need to find out more information about each child in order to know which rides are the best choices for the group.</p> <p>What questions do you ask to find out:</p> <ol style="list-style-type: none"> 1. Where they are from 2. Their expectations for the day 3. Medical restrictions 4. Level of mobility 5. Likes and dislikes when in a crowded park situation <p>Elderly Couple with a Service Dog Scenario You work in a local science museum providing guided tours of the exhibits. Many are very hands-on and include live animals. An elderly couple with a service dog arrives and they wish to take a tour. The gentleman appears to have some type of visual impairment which is why he has the dog. You need to find out more information in order to guarantee they get the best experience you can provide.</p> <p>What question do you ask to find out:</p> <ol style="list-style-type: none"> 1. Where they are from 2. Their expectations for the day 3. Medical, physical, and personal restrictions of both guests 4. The service dog's training and abilities 5. Comfort level around exhibited live animals
Formative Assessments	
Click the Link to take assessment	Click Here for 1.5 Quiz

1.6 - Guest Service on a Global Scale

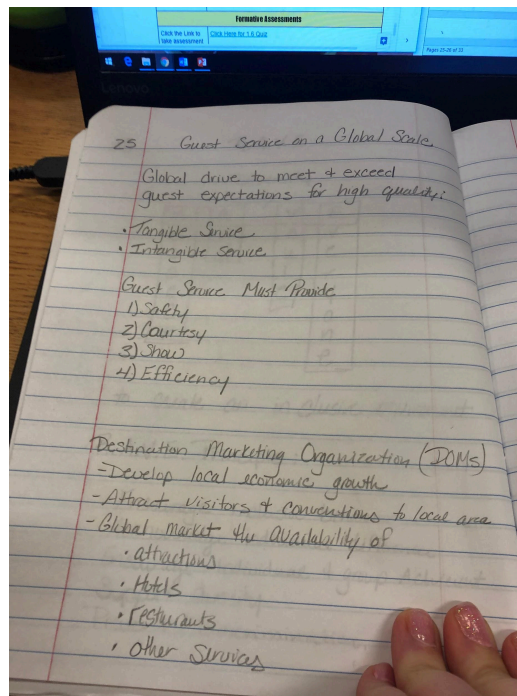
Introduction

Guests arrive at every destination with a set of expectations and requirements that need to be met by the people operating the property, attraction or restaurant. This lesson will explore basic guest service principles to provide guest expectations and will identify how destination marketing organizations (DMOs) can assist with information to help meet guest needs.

Notebook

Page 25

Read pages 13-15 in the Textbook.



Page 26

Interact with the information on the page before to help you deepen your understanding of the topics and prepare for assessments.

- What learning outcome does it relate too?
- What would be a sample exam question on this topic?

Workbook	
Page 18	Follow the directions provided in the workbook to complete this practice exercises.
Formative Assessments	
	Visit My City Use this link to go to the Padlet and comment on each of Mrs. Ball's posts. Make sure to leave your name with each comment. There are 7 posts by Mrs. Ball.
Click the Link to take assessment	Click Here for 1.6 Quiz

1.7 - Types and Structure of Hotels

Introduction
<p>When traveling, people will carefully decided what type of accommodations to book for their temporary home away from home. This lesson will introduce students to the different types of hotels that address guests' primary reasons for traveling.</p>

Audio
<p>Please listen to this audio before starting the work for section 1.7 - Click Here for Audio</p>

Notebook	
Page 26	<ol style="list-style-type: none"> 1. Create a chart that identifies the different hotel markets. 2. Then list the types of hotel in each market group. 3. Then identify the type of guests they target.
Page 28	Interact with the information on the page before to help you deepen your understanding of the topics and prepare for assessments.

	<ul style="list-style-type: none"> • What learning outcome does it relate too? • What would be a sample exam question on this topic?
Workbook	
Page 19	Read pages 16 & 17 in your textbook. Then follow the directions provided in the workbook to complete this practice exercises.
Formative Assessments	
Click the Link to take assessment	Click Here for 1.7 Quiz

Summative Assessment	
Click Here to access the link to take the chapter test.	