

# **COURSE TITLE: Hotel, Resort, and Lodging Management II**

## **Course Description:**

Hotel, Resort, and Lodging Management II is designed to prepare students for careers in the hotel, resort, and lodging industry by providing practical experience through an internship at an approved property. Course standards require students to rotate through multiple departments of a lodging property to gain hands-on experience in its daily operations, including front desk, housekeeping, and food services.

## **Potential Certifications/Credentials:**

Alabama Certified Employee (ACE) / Certified Front Desk Representative / Certified Guest Service Professional / Certified Hospitality and Tourism Professional (must pass the final exam for Year 1 and Year 2, complete 100 hours of work experience, and then apply for credential) / Hotel Operations – Skills for Success / ServSafe Manager

## Course Scope and Sequence

Topic #	Topic Title	Estimated Hours
1	<a href="#">Foundational Standards</a>	20
2	<a href="#">Front Desk Operations</a>	40
3	<a href="#">Housekeeping Operations</a>	40
4	<a href="#">Food Service Operations</a>	40

# Plans of Instruction

## Foundational Standards

**Supporting–will be taught throughout the course as needed for the unit.**

- F1. Incorporate safety procedures in handling, operating, and maintaining tools and machinery; handling materials; utilizing personal protective equipment; maintaining a safe work area; and handling hazardous materials and forces.
- F2. Demonstrate effective workplace and employability skills, including communication, awareness of diversity, positive work ethic, problem-solving, time management, and teamwork.
- F3. Explore the range of careers available in the field and investigate their educational requirements, and demonstrate job-seeking skills including resume-writing and interviewing.
- F4. Advocate and practice safe, legal, responsible, and ethical use of information and technology tools specific to the industry pathway.
- F5. Participate in a Career and Technical Student Organization (CTSO) to increase knowledge and skills and to enhance leadership and teamwork.
- F6. Investigate various applicable professional organizations within the hospitality and tourism industry.

# Topic 2 Title: Front Desk Operations

## Content Standards

1. Prepare the front desk of a hotel or resort for a shift.
2. Demonstrate the operation of the front desk.
  - a. Make reservations from different channels within the hotel's system.  
*Examples: phone, internet, third party, walk-in, hotel app*
  - b. Check in hotel guests, completing the necessary records and accepting payment.
  - c. Communicate with guests who have hearing impairment or language barriers.
  - d. Check out a guest from the reservation system, providing the final folio.
  - e. Process financial transactions, including direct bill accounts, cash, credit cards, accounting, log book, and cash drops.
3. Complete the lead sheet and share it with the director of sales or general manager.
4. Explain hotel safety procedures, identifying the location of the emergency procedure book and summarizing the actions required for various emergency situations.

## Unpacked Learning Objectives

### Students know:

- The organization and layout of the front desk and how to prepare for a shift and its various tasks.
- How to utilize the hotel's reservation system.
- Procedures for checking guests in and out of the hotel or resort including receiving payment and completing guest records.
- How to communicate with guests with hearing and language barriers.
- How to process various types of financial transactions related to hotel income and bank deposits.
- What a lead sheet is and how to complete and share with management.
- How to relay safety information and emergency procedures to guests.

### Students are able to:

- Organize and arrange the front desk area to ensure it is clean, tidy, and presentable for guests.
- Utilize relevant software and technology for front desk tasks.
- Maintain a clean and organized front desk area.
- Follow established protocols and procedures for front desk operations.
- Make reservations using various channels within the hotel's reservation system, including online booking platforms, phone reservations, and in-person bookings.

- Complete necessary records during the check-in process, including guest registration forms and room assignment details.
- Process payment transactions accurately and securely.
- Provide guests with information about hotel amenities, policies, and services during check-in.
- Handle guest inquiries, requests, or concerns effectively during the check-in process.
- Record financial transactions in accounting systems or log books according to established procedures.
- Balance cash drawers and reconcile financial records to maintain accuracy and accountability.
- Handle cash drops securely and in accordance with hotel policies and procedures.
- Gather all necessary information and accurately complete the lead sheet.
- Share the completed lead sheet promptly with the director of sales or general manager.
- Communicate any pertinent details or special considerations regarding the lead to the appropriate personnel.
- Follow any specific procedures or protocols for lead sheet completion and sharing within the organization.
- Maintain confidentiality and handle sensitive information appropriately when completing and sharing the lead sheet.
- Seek clarification or guidance if uncertain about any aspect of the lead sheet or its distribution.
- Use appropriate channels or methods to transmit the lead sheet securely to the designated recipient.
- Clearly explain the hotel safety procedures to guests and colleagues.
- Identify the location of the emergency procedure book within the hotel premises.

**Students understand:**

- Preparation of the front desk for a shift involves various tasks to ensure smooth operations and excellent guest service.
- Checking guests in and out efficiently, ensuring accuracy in processing payments, assigning rooms, and issuing key cards are core skills for front desk personnel.
- Front desk staff must be able to utilize the hotel's reservation system to retrieve and update guest information, manage room inventory, and process reservations.
- Providing information to guests about hotel amenities, local attractions, dining options, and transportation services add to guests' overall experience.
- How to access, navigate and use the hotel's reservation system or booking software to make reservations for guests.
- How to explain hotel amenities, policies, and services to guests during the check-in process, addressing any questions or concerns they may have.
- How to process payments securely using cash, credit cards, or other accepted payment methods, following proper procedures for handling payment transactions.
- Guests who may have hearing impairments or language barriers may be identified by observing their behavior or responses.
- How to handle direct bill accounts by verifying guest information, invoicing charges correctly, and ensuring payment is processed according to hotel policies.
- How to perform cash drops as needed to secure excess cash and maintain proper cash handling procedures, including counting and recording cash amounts before depositing in designated secure locations.
- That the lead sheet serves as a record of valuable information about potential sales leads or business prospects.
- How to gather all necessary details about the lead, including contact information, company name, industry, specific requirements, and any additional notes or comments.

- The importance of verifying the accuracy of the information provided on the lead sheet before sharing it with the director of sales or general manager.
- Hotel safety procedures are crucial for ensuring the well-being of guests, employees, and property in the event of emergencies.
- Compliance with safety procedures is essential for maintaining a safe and secure environment for everyone within the hotel premises.

<b>Driving/Essential Question</b>	How can effective communication and operational proficiency at the front desk of a hotel ensure a positive guest experience and contribute to the overall safety and success of the establishment?
<b>Exemplar High Quality Task</b>	Create a portfolio showcasing understanding of successfully processing hospitality financial transactions. They can include reflections, real-world examples, and solutions to common challenges faced in financial transactions.

# Map of Student Learning by Learning Objective

Unpacked Learning Objective SWBAT	Potential Subtasks for Assessments Formative/Summative	Potential Learning Activities  <a href="#">Link to Differentiation Examples</a>	Integrated and Related Academic Content: ELA, Math, Science, and/or Social Studies Concepts and Activities	Equipment, Technology and Materials  <a href="#">Equipment List by CTE Cluster</a>  <a href="#">Link to Helpful Tech Tools</a>
Identify the supplies and equipment necessary to front desk operations and explain their purpose and to organize and set up the front desk area before the start of their shift, ensuring all necessary supplies, equipment, and materials are readily accessible.	<p><b>Formative:</b> small group</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Provide student groups with a list of supplies and equipment used at the front desk and have them discuss and write down the purpose of each item.</p> <p>Work in small groups to set up a functional front desk space based on the discussion from the previous lesson.</p> <p><b>Internship:</b> Students will work the front desk at a lodging facility.</p>	<p><b>ELA:</b> Create a list with explanations that identifies the supplies and equipment necessary to front desk operations.</p> <p><b>ELA:</b> Create a list of the procedures that must be at the beginning of each front desk shift.</p> <p><b>Math:</b> Balance cash drawers and reconcile financial records to maintain accuracy and accountability.</p>	<p>Whiteboard and markers Projector and screen for presentations Access to online resources for research</p> <p>Equipment list</p>
Give a live demonstration of using the property management system to manage guest accounts,	<p><b>Formative:</b> lecture</p> <p><b>Summative:</b></p>	<p><b>In class preparation:</b> Present a detailed explanation of the reservation system and demonstrate how to make</p>	<p><b>ELA:</b> Create a video to demonstrate the operation of the front desk, including how to use the property management system to</p>	<p>Whiteboard and markers Projector and screen for presentations</p>

<p>update room availability, and generate reports.</p>	<p>Evaluation from lodging facility</p>	<p>reservations from different channels.          Explain the process of checking out a guest from the reservation system and providing the final folio.          Discuss the various financial transactions involved at the front desk, such as direct bill accounts, cash handling, credit card processing, and maintaining accounting records.</p> <p><b>Internship:</b>          Students will work the front desk at a lodging facility.</p>	<p>manage guest accounts, update room availability, and generate reports.          Include an infographic for use with the video presentation.</p>	<p>Access to online resources for research</p>
<p>Conduct a check-in process, including verifying guest identification, explaining hotel policies, and assigning rooms based on guest preferences and availability.</p>	<p><b>Formative:</b>          simulation, small group, presentation</p> <p><b>Summative:</b>          Evaluation from lodging facility</p>	<p><b>In class preparation:</b>          Demonstrate the parts of the check in process, pausing to discuss why each component of the process is important to ensuring guest safety and maintaining hotel policies and standards.</p> <p>Assign students to small groups. Each small group develops an infographic describing the steps of the check-in process. Present completed infographics and discuss.</p>	<p><b>ELA:</b> Create an infographic with details on how to conduct a check-in process, including verifying guest identification, explaining hotel policies, and assigning rooms based on guest preferences and availability.</p> <p><b>Social Studies:</b> Make sure to include how you will accommodate different languages spoken and cultures represented.</p>	<p>Check-in process          Whiteboard and markers          Projector and screen for presentations          Access to online resources for research</p> <p>case scenarios</p>



		<p>Distribute scenarios front desk personnel may encounter during the check-in process. Working in pairs, students write a response to the scenario that takes into account both guest needs and hotel policy. Share responses.</p> <p><b>Internship:</b> Students will work the front desk at a lodging facility.</p>		
<p>Showcase their knowledge of hotel amenities, services, and local attractions by providing personalized recommendations and information to guests.</p>	<p><b>Formative:</b> group work, brochure</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Work in pairs to develop a list of local attractions, conveniences, and important information for guests to their area. Compile this information into a brochure that could be shared with a hotel guest.</p> <p><b>Internship:</b> Students will work the front desk at a lodging facility.</p>	<p><b>ELA:</b> Create a graphic organizer on the hotel amenities, services, and local attractions by providing personalized recommendations and information to guests.</p> <p><b>Science:</b> Basic map reading skills and coordinate directions.</p> <p><b>Social Studies:</b> Include recommendations for guests based on their cultural or religious preferences.</p>	<p>Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>
<p>Successfully make reservations using various channels within the hotel's reservation system, including phone calls, online booking platforms,</p>	<p><b>Formative:</b> phone reservation role-play, Virtual hotel booking simulation, mock reservations</p>	<p><b>In class preparation:</b> Engage in role-playing activities to act out making hotel reservations over the phone. Practice effective communication skills and</p>	<p><b>ELA:</b> Create a step-by-step guide on how to make reservations using various channels within the hotel's reservation system, including phone calls,</p>	<p>device with internet access, simulated online booking tool, designated reception desk area</p>

<p>and in-person interactions.</p>	<p><b>Summative:</b> Evaluation from lodging facility</p>	<p>learn how to navigate a phone conversation professionally.</p> <p>Utilize online booking platforms or create a simulated online booking tool where students can practice making hotel reservations virtually. This activity will enhance their digital literacy skills and understanding of online booking processes.</p> <p>Set up a mock hotel reception desk in the classroom where students can take turns playing the roles of receptionists and guests. This hands-on activity allows students to experience in-person interactions and practice making reservations face-to-face.</p> <p><b>Internship:</b> Students will work the front desk at a lodging facility.</p>	<p>online booking platforms, and in-person interactions.</p> <p><b>Social Studies:</b> Create a chart that shows the financial impact using a reservation system can have on the hotel.</p>	
<p>Navigate through the hotel's reservation system interface, demonstrating their ability to locate available rooms, input guest information accurately, and confirm</p>	<p><b>Formative:</b> online hotel reservation simulation, booking platform research, flowchart</p>	<p><b>In class preparation:</b> Use online hotel reservation simulation tools to navigate through a virtual hotel's booking system. Research and choose a virtual hotel</p>	<p><b>ELA:</b> Write a report on how to navigate through the hotel's reservation system interface, demonstrating the ability to locate available rooms, input guest information</p>	<p>hotel reservation system Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>

bookings efficiently.		<p>booking platform to practice locating available rooms, inputting guest information accurately, and confirming bookings efficiently.</p> <p>Design a flowchart outlining the process from checking room availability to confirming a booking, emphasizing the importance of accuracy and efficiency at each stage.</p> <p><b>Internship:</b> Students will work the front desk at a lodging facility.</p>	accurately, and confirm bookings efficiently.	
Check in hotel guests, completing all necessary paperwork and procedures successfully including verifying guest's identity and collecting any necessary identification as required by hotel policy or local regulations.	<b>Summative:</b> Evaluation from lodging facility	<p><b>In class preparation:</b> Engage in a card game drawing cards representing different reservation tasks and compete to complete bookings accurately and efficiently before their opponents.</p> <p>Create virtual guest profiles. Research and compile information about fictional guests, including identification details and necessary documentation</p> <p>Develop a matching game where students match</p>	<p><b>ELA:</b> Working with a partner, complete a simulation in which they check in hotel guests, completing all necessary paperwork and procedure successfully while interacting with guests in a professional manner.</p> <p><b>ELA:</b> Create a document using Microsoft Business Applications that is designed to aid in the verification of guests' identities and collect any necessary documentation</p>	<p>game cards Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>

		<p>different types of identification documents with their respective guests or scenarios.</p> <p><b>Internship:</b> Students will work the front desk at a lodging facility.</p>	<p>as required by hotel policy or local regulations.</p> <p><b>Social Studies:</b> Accommodate for guests who have learning disabilities or antisocial behaviors.</p> <p><b>Science:</b> Basic excel review for data collection</p>	
<p>Complete all required records accurately and efficiently, including guest registration forms, room assignment details, and payment receipts, ensuring that all information is documented according to hotel standards.</p>	<p><b>Formative:</b> peer evaluation</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Take turns analyzing sample guest information forms, and identify essential fields, such as name, contact information, check-in/out dates, and preferences, understanding the key details required for reservations, while others observe and offer constructive feedback on their performance.</p> <p><b>Internship:</b> Students will work the front desk at a lodging facility.</p>	<p><b>ELA:</b> Create a records log with documentation of completion of all required records accurately and efficiently, including guest registration forms, room assignment details, and payment receipts, ensuring that all information is done according to hotel standards.</p>	<p>sample guest information forms Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>
<p>Identify common barriers to communication.</p>	<p><b>Formative:</b> class discussion, research and group presentation, class debate</p>	<p>List possible barriers to communication. Share responses and discuss.</p> <p>Assign different groups communication technology tools used in the hospitality</p>	<p><b>ELA:</b> Research and create a graphic organizer to identify common barriers to communication.</p> <p><b>Social Studies:</b> Research how the laws have</p>	<p>Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>

		<p>industry (e.g., booking systems, messaging apps). Each group will research and present on how these tools can both facilitate and create barriers to communication.</p> <p>Debate whether traditional communication methods or technological tools are more effective in the hospitality industry. Be sure to consider barriers each method presents.</p> <p><b>Internship:</b> Students will work the front desk at a lodging facility.</p>	<p>changed regarding accommodating for individuals with hearing impairment or language barriers.</p>	
<p>Demonstrate patience, empathy, and understanding when communicating with guests who may struggle to understand or express themselves due to hearing impairments or language barriers.</p>	<p><b>Formative:</b> challenges scenario handout</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Conduct a competition to create diagrams illustrating common hospitality phrases or instructions in a visual format.</p> <p>Present a hypothetical scenario where reservations encounter challenges or issues. Use critical thinking skills to come up with solutions and alternative reservation strategies.</p> <p><b>Internship:</b></p>	<p><b>ELA:</b> Working with a partner, practice non-verbal communication as a guest who has a hearing impairment or language barrier to develop patience, empathy, and understanding.</p> <p><b>ELA:</b> Create an infographic for use by guests who are hearing impaired or speak a different language to promote communication to convey needed hotel information.</p>	<p>scenario cards Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>

		Students will work the front desk at a lodging facility.	<p><b>Social Studies:</b> Complete a self-reflection looking for personal biases that could prevent you from demonstrating patience and empathy.</p> <p><b>Social Studies:</b> Write a personal improvement plan to develop 3 of the skills in yourself.</p>	
Identify various types of financial transactions and terminology commonly used in the lodging industry.	<p><b>Formative:</b> matching game</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Create cards with financial terminology commonly used in the lodging industry (e.g., occupancy rate, room revenue, ADR). Match the term with its definition in a fun and interactive game.</p> <p><b>Internship:</b> Students will work the front desk at a lodging facility.</p>	<p><b>ELA:</b> Create a Quizlet of the various types of financial transactions and terminology commonly used in the lodging industry as a study tool.</p> <p><b>Social Studies:</b> Study how inflation can affect profit and loss in a hotel. Make recommendations to make it through a recession.</p>	<p>game cards Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>
Successfully process various types of financial transactions such as direct bill accounts, cash payments, and credit card transactions accurately and efficiently.	<p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Deliver Powerpoint/Google Slides presentation about point of sale systems used in the hospitality industry. Demonstrate how transactions are processed accurately using technology. Practice inputting transactions to reinforce the learning.</p> <p><b>Internship:</b></p>	<p><b>Social Studies:</b> Research how lodging tax affects the nightly rates of a hotel.</p>	<p>Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>

		Students will work the front desk at a lodging facility.		
Follow accounting procedures by accurately recording financial transactions in log books or digital systems, including details such as date, amount, payment method, and guest information.	<p><b>Formative:</b> virtual tutorial, spreadsheets</p> <p><b>Summative:</b> Financial portfolio</p> <p>Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Guide students through a virtual tutorial on online banking, focusing on different transaction methods available.</p> <p>Create a portfolio showcasing their understanding of successfully processing hospitality financial transactions. They can include reflections, real-world examples, and solutions to common challenges faced in financial transactions.</p> <p><b>Internship:</b> Students will work the front desk at a lodging facility.</p>		<p>online banking platform excel/google sheets Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>
Perform cash drops according to established procedures, including counting cash, completing drop envelopes or forms, and securing funds in designated locations for pickup or deposit.	<p><b>Formative:</b> cash counting game, role-playing</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Organize a cash counting competition where students practice counting money accurately and efficiently.</p> <p>Create interactive digital checklists to guide the cash drop process step by step.</p>	<b>ELA:</b> List the step-by-step procedures to follow to perform cash drops in designated locations for pickup or deposit.	<p>Google Forms smartphones or video cameras Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>

		<p>Divide into pairs or small groups to role-play performing cash drops according to established procedures</p> <p>Record their role-plays using smartphones or video cameras for self-assessment and peer feedback.</p> <p><b>Internship:</b> Students will work the front desk at a lodging facility.</p>		
Check out a guest and provide guests with receipts or payment confirmations for all transactions, ensuring transparency and accountability in financial dealings.	<p><b>Formative:</b> QR code scavenger hunt</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Create a scavenger hunt using QR codes to access virtual receipts and solve related questions.</p> <p><b>Internship:</b> Students will work the front desk at a lodging facility.</p>	<p><b>ELA:</b> Create a guide for interacting with guests as they are provided with receipts or payment confirmations for all transactions, ensuring transparency and accountability in financial dealings.</p>	<p>Whiteboard and markers Projector and screen for presentations Access to online resources for research</p> <p><a href="https://www.canva.com">canva.com</a></p>
Balance cash registers at the end of shifts or, as required, reconciling transactions and ensuring that cash, credit card receipts, and other forms of payment match recorded sales	<p><b>Formative:</b> cash register audit, training video creations</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Conduct a cash register audit in a real or simulated store, identifying discrepancies and proposing solutions to ensure accuracy.</p> <p>In groups, create video tutorials on how to balance cash registers and reconcile transactions,</p>	<p><b>ELA:</b> Create a step-by-step guide for use at the end of shifts to ensure cash registers are balanced and accounts reconciled..</p>	<p>video editing software for production. Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>



		demonstrating best practices.  <b>Internship:</b> Students will work the front desk at a lodging facility.		
Create a lead sheet by collecting relevant information about the lead, including the prospect's name, contact information, company name, industry, potential needs, and any additional details provided. Check the lead sheet for accuracy and share in director of sales or general manager.	<b>Formative:</b> social media scavenger hunt  <b>Summative:</b> Evaluation from lodging facility	<b>In class preparation:</b> Participate in a social media scavenger hunt to find and analyze lead information shared online platforms.  Collaborate with the class on a Google Sheets document to compile and organize lead information effectively found during social media scavenger hunt. Include columns for potential value, urgency, likelihood of conversion, budget, timeline, and fit with the property's offerings.  <b>Internship:</b> Students will work the front desk at a lodging facility.	<b>ELA:</b> Create a document to collect relevant information about the lead, including the prospect's name, contact information, company name, industry, potential needs, and any additional details provided.  <b>ELA:</b> Create a checklist to ensure lead data is entered correctly.  <b>Science:</b> Basic dimensional analysis review for unit conversions	LinkedIn Google Sheets Whiteboard and markers Projector and screen for presentations Access to online resources for research
Identify the location, contents, and purpose of the emergency procedure book in prominent areas such as the front desk,	<b>Formative:</b> scavenger hunt, infographic  <b>Summative:</b>	<b>In class preparation:</b> Locate and document emergency procedure book locations in a hotel through a scavenger hunt.	<b>ELA:</b> Create an infographic that identifies the location of the emergency procedure book in prominent areas such as	Whiteboard and markers Projector and screen for presentations Access to online resources for research

<p>guest rooms, and employee break rooms, ensuring easy access for all staff members.</p>	<p>Evaluation from lodging facility</p>	<p>Design an infographic highlighting the importance of visible emergency procedure book</p> <p>Work in groups to identify potential emergency scenarios and how to respond in the hospitality industry</p> <p><b>Internship:</b> Students will work the front desk at a lodging facility.</p>	<p>the front desk, guest rooms, and employee break rooms, ensuring easy access for all staff members.</p> <p><b>ELA:</b> Create a quick reference sheet to provide an overview of the contents of the emergency procedure book, including evacuation routes, emergency contacts, and protocols for different types of emergencies.</p>	
<p>Summarize the actions required for various emergency situations, such as fire, medical emergencies, severe weather, power outages, or security threats.</p>	<p><b>Formative:</b> digital escape room</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Design a digital escape room activity solving puzzles related to emergency scenarios in the hospitality industry. Apply knowledge of standardized emergency responses to progress through the challenges and "escape" the virtual room.</p> <p><b>Internship:</b> Students will work the front desk at a lodging facility.</p>	<p><b>ELA:</b> Create a summary of the actions required for various emergency situations, such as fire, medical emergencies, severe weather, power outages, or security threats.</p> <p><b>Science:</b> Proper use of safety equipment, eye wash, fire extinguisher. Flinn safety review course</p> <p><b>Social Studies:</b></p>	<p><a href="http://edpuzzle.com">edpuzzle.com</a> Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>
<p>Discuss procedures for assisting guests with special needs, such as providing mobility aids, communicating with</p>	<p><b>Formative:</b> class discussion and simulation</p> <p><b>Summative:</b></p>	<p><b>In class preparation:</b> Organize a first aid and emergency response drill where students learn and practice basic first aid</p>	<p><b>ELA:</b> Create an infographic to discuss procedures for assisting guests with special needs, such as providing mobility</p>	<p>Emergency response checklist Whiteboard and markers Projector and screen for presentations</p>

hearing or vision impairments, or administering first aid.	Evaluation from lodging facility	<p>techniques specific to assisting guests with special needs. This hands-on activity aligns with real-world skills development.</p> <p>Pair students up and have them communicate with each other using only non-verbal cues or assistive technology simulating different impairments. This activity fosters understanding of communication barriers and solutions in the context of special needs guests.</p> <p><b>Internship:</b> Students will work the front desk at a lodging facility.</p>	<p>aids, communicating with hearing or vision impairments, or administering first aid with hotel personnel.</p> <p><b>Social Studies:</b> Discuss how accommodating guests with special needs has changed over time.</p> <p><b>Science:</b> Create a chart that shows a options for accommodations for guests with special needs</p>	Access to online resources for research
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## Key Vocabulary

front desk, shift, preparation, hotel operations, reservations, hearing impairment, financial transactions, credit cards, accounting, lead sheet, director of sales, general manager

## Work-Based Learning, Simulated Work Experiences, and Experiential Learning:

This course is an internship at a local lodging facility. Classroom activities prepare students for the different activities they will encounter during their internship.

## **CTSO Connection:**

FCCLA: Hospitality, Tourism and Recreation STAR Event (Lodging Scenario)

## **Certification/Credential Connection:**

AHLEI Guest Services Gold Certification

# Topic 3 Title: Housekeeping Operations

## Content Standards

5. Clean a guest room following corporate and health department policies and procedures, including making up the guest bed, cleaning bathrooms using color-coded cloths and appropriate chemicals and supplies, and using personal protective equipment.
  - a. Prepare, stock, and position a cleaning cart.
  - b. Complete procedures for logging stay-over and due-out rooms and logging missing items.
  - c. Explain procedures for handling needles, bodily fluids, illegal items, and unwanted advances by guests.
  - d. Describe the content and procedures for a state health inspection of hotel guest rooms.
6. Identify the location of the Material Safety Data Sheet book and explain its use.

## Unpacked Learning Objectives

### Students know:

- How to identify corporate and health department policies and procedures related to guest room cleaning, including standards for cleanliness, sanitation, and safety.
- How to prepare and organize a cleaning cart with necessary supplies and equipment. by gathering necessary cleaning supplies and equipment, including color-coded cloths, appropriate chemicals, gloves, and other personal protective equipment (PPE).
- How to inspect the guest room for any visible dirt, debris, or damage, and identify areas requiring attention or special cleaning treatment.
- How to implement cleaning procedures including stripping and making up the guest bed, cleaning the bathroom using color-coded cloths and appropriate cleaning chemicals, restock guest room amenities and dispose of trash and used linens in accordance with hotel policies and procedures, ensuring proper separation and disposal of waste.
- The importance of Inspecting the completed work to ensure cleanliness, neatness, and compliance with corporate and health department standards.
- How to document any missing items in guest rooms, including reporting the items to management and recording details such as description, location, and potential causes.
- The procedures for safely handling needles, including using protective equipment such as gloves and tongs, and disposing of needles in designated sharps containers.
- How to safely handle bodily fluids, including using personal protective equipment such as gloves, goggles, and face masks, and following proper cleaning and disinfection protocols.
- Protocols for addressing illegal items found on hotel premises, including notifying appropriate authorities and following hotel policies for handling such situations.
- Protocols for addressing unwanted advances by guests.
- Procedures for preparing hotel guest rooms for a state health inspection, including conducting thorough cleaning and sanitization, ensuring

all amenities are in working order, and addressing any maintenance issues or deficiencies.

- The location and purpose of the Material Safety Data Sheet (MSDS) book, typically kept in a designated area within the hotel or resort, such as the housekeeping or maintenance department, and how to use the MSDS.

**Students are able to:**

- Clean a guest room in accordance with corporate and health department policies and procedures including guidelines for making up the guest bed, ensuring it is neat and comfortable for the next guest, utilizing color-coded cloths and appropriate chemicals and supplies when cleaning bathrooms to maintain hygiene standards and prevent cross-contamination, and adhering to established cleaning schedules and checklists to ensure thorough cleaning and sanitation of all areas within the guest room.
- Prepare and restock an organized cleaning cart with necessary supplies and equipment, including cleaning agents, disinfectants, towels, and other cleaning tools.
- Complete procedures for logging stay-over rooms and due-out rooms.
- Follow hotel policies and procedures for logging room status and handling missing items to uphold guest satisfaction and safety standards.
- Follow established procedures for safely handling needles, including using protective equipment such as gloves and tongs, and disposing of needles in designated sharps containers.
- Adhere to protocols for safely handling bodily fluids, including using personal protective equipment such as gloves, goggles, and face masks, and following proper cleaning and disinfection protocols.
- Follow procedures for reporting any unwanted advances by guests.
- Prepare hotel guest rooms for a state health inspection, including conducting thorough cleaning and sanitization, ensuring all amenities are in working order, and addressing any maintenance issues or deficiencies.
- Explain how to properly display required health and safety information, such as emergency exit routes, fire evacuation procedures, and contact information for emergency services.
- Identify the location of the Material Safety Data Sheet (MSDS) book within the hotel premises.
- Explain the purpose and importance of the MSDS book in ensuring safety and compliance with regulations.
- Describe how to use the MSDS book to access information about the potential hazards of chemicals and substances used in the hotel.

**Students understand:**

- Cleaning a guest room to corporate and health department standards is essential for maintaining cleanliness, hygiene, and guest satisfaction.
- The process of cleaning a guest room involves several steps, including: making up the guest bed, cleaning the bathroom thoroughly using color-coded cloths and appropriate chemicals and supplies for different areas and surfaces to prevent cross-contamination and ensure effective cleaning.
- Wearing personal protective equipment, such as gloves and aprons, to protect against exposure to chemicals and pathogens.
- Preparation of a cleaning cart is essential for efficient and effective housekeeping operations.
- The cleaning cart should be organized and stocked with all necessary cleaning supplies and equipment to complete assigned tasks.
- Supplies may include cleaning chemicals, disinfectants, glass cleaners, toilet bowl cleaners, brushes, sponges, microfiber cloths, mops, brooms, and vacuum cleaners.
- Procedures for logging stay-over rooms involve updating the occupancy status of rooms that guests will continue to occupy for another night.

- Procedures for logging due-out rooms involve updating the status of rooms that guests are scheduled to vacate on the current day.
- Procedures for logging damaged or missing items.
- State health inspections of hotel guest rooms are conducted to ensure compliance with health and safety regulations.
- Inspections may cover various aspects of guest room cleanliness, sanitation, and maintenance.
- Content of a state health inspection may include checking for cleanliness of bedding, linens, and towels; sanitation of bathrooms; proper functioning of plumbing fixtures; and overall cleanliness of the room.
- Procedures for a state health inspection typically involve a trained inspector visiting guest rooms to visually inspect various areas and surfaces for cleanliness and compliance with regulations.
- Procedures for handling unwanted advances by guests.
- The Material Safety Data Sheet (MSDS) book contains important information about the safe handling, storage, and disposal of chemicals and substances used in the hotel.
- The MSDS book is typically located in a designated area within the hotel, such as the back office, housekeeping department, or maintenance room, for easy access by staff members.
- The purpose of the MSDS book is to provide detailed information about the potential hazards of chemicals and substances, as well as guidelines for safe usage and emergency response.

<b>Driving/Essential Question</b>	How can adherence to corporate policies, health department regulations, and effective communication ensure the safe and efficient cleaning of guest rooms in a hotel?
<b>Exemplar High Quality Task</b>	Produce a tutorial video guide demonstrating the steps involved in updating room statuses using hotel management software

# Map of Student Learning by Learning Objective

Unpacked Learning Objective SWBAT	Potential Subtasks for Assessments Formative/Summative	Potential Learning Activities  <a href="#">Link to Differentiation Examples</a>	Integrated and Related Academic Content: ELA, Math, Science, and/or Social Studies Concepts and Activities	Equipment, Technology and Materials  <a href="#">Equipment List by CTE Cluster</a>  <a href="#">Link to Helpful Tech Tools</a>
Identify corporate and health department policies and procedures related to guest room cleaning, including standards for cleanliness, sanitation, and safety.	<b>Formative:</b> online quiz	<p><b>In class preparation:</b> Create an interactive quiz using online tools to test students' knowledge of hospitality industry cleaning policies</p> <p>Find examples of cleaning policies and schedules at their internship site to compare and discuss in class.</p> <p>Suggest edits and addendums to the existing policies and procedures based on their internship experience.</p>	<p><b>ELA:</b> Research and create an infographic or graphic organizer that identifies corporate and health department policies and procedures related to guest room cleaning, including standards for cleanliness, sanitation, and safety.</p> <p><b>Math:</b> Stock the cleaning cart with appropriate quantities of cleaning supplies</p> <p><b>Social Studies:</b> Compare the cleaning standards to those in other countries. Explain how they differ in various economic regions.</p>	Kahoot, Google Forms Whiteboard and markers Projector and screen for presentations Access to online resources for research
Gather necessary cleaning supplies and equipment, including color-coded	<b>Formative:</b> tutorial video, digital matching game	<b>In class preparation:</b> Create a tutorial video demonstrating the proper method of donning and	<b>ELA:</b> Create a list of necessary cleaning supplies and equipment, including color-coded	digital camera or smartphone device Whiteboard and markers



<p>cloths, appropriate chemicals, gloves, and other personal protective equipment (PPE) to create an organized, well-stocked cleaning cart.</p>	<p><b>Summative:</b> Evaluation from lodging facility</p>	<p>doffing gloves. Emphasize safety practices while handling contaminated gloves.</p> <p>Create a digital matching game where students match items like gloves, masks, and aprons to their corresponding roles in cleaning tasks. Reinforce understanding through gameplay with other groups.</p> <p>Create a hands-on competition where students race to organize a cleaning cart following a given checklist. Emphasize accuracy, speed, and teamwork.</p> <p>FCCLA Star Event <a href="https://fcclainc.org/sites/default/files/INSTRUCTIONAL%20VIDEO%20DESIGN%20INFORMATION%20SHEET.pdf">https://fcclainc.org/sites/default/files/INSTRUCTIONAL%20VIDEO%20DESIGN%20INFORMATION%20SHEET.pdf</a></p> <p><b>Internship:</b> Students will work in the housekeeping department at a lodging facility.</p>	<p>cloths, appropriate chemicals, gloves, and other personal protective equipment (PPE) to gather and track usage.</p> <p><b>ELA:</b> Create a quick reference guide on how to gather and organize cleaning supplies, tools, and amenities needed for a cleaning cart, ensuring all items are stocked and in good condition.</p> <p><b>Science:</b> Review how to read MSDS sheet and what safety symbols mean</p> <p><b>Social Studies:</b> Research <a href="#">The Evolution of Housekeeping</a> and make predictions about future enhancements.</p> <p><b>Social Studies:</b> Look up the <a href="#">Environmental Protection Agency's</a> protocols regarding cleaning solutions and ensure all cleaning supplies follow those regulations.</p>	<p>Projector and screen for presentations Access to online resources for research</p>
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<p>Inspect the guest room for any visible dirt, debris, or damage, and identify areas requiring attention or special cleaning treatment.</p>	<p><b>Formative:</b> role-play, class discussion, checklist, reflection response</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Role-play scenarios that inspect a guest room based on set cleanliness and safety standards.</p> <p>Document the process of inspecting a guest room during internship experience using a checklist and personal reflection</p> <p><b>Internship:</b> Students will work in the housekeeping department at a lodging facility.</p>	<p><b>ELA:</b> Create a list for the inspection of the guest room for any visible dirt, debris, or damage, and identify areas requiring attention or special cleaning treatment for tracking purposes.</p> <p><b>Social Studies:</b> Research <a href="#">The Evolution of Housekeeping</a> and make predictions about future enhancements.</p>	<p>Guest room experience checklist Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>
<p>Strip and make up the guest bed following established procedures, including changing bed linens, fluffing pillows, and arranging decorative items.</p>	<p><b>Formative:</b> bed making relay race,</p> <p><b>Summative:</b> Peer evaluation of bed making</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Show bedmaking video such as <a href="https://youtu.be/b1xV9KNcaHU?si=5r5VzUScu2EDsGE3">https://youtu.be/b1xV9KNcaHU?si=5r5VzUScu2EDsGE3</a></p> <p><b>Internship:</b> Students will work in the housekeeping department at a lodging facility.</p>	<p><b>ELA:</b> Create an infographic on established procedures for stripping and making up the guest bed, including changing bed linens, fluffing pillows, and arranging decorative items.</p> <p><b>Social Studies:</b> Explore the bed-making techniques in other countries.</p>	<p>checklist Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>
<p>Clean the bathroom using color-coded cloths and appropriate cleaning chemicals, ensuring thorough cleaning of surfaces, fixtures, and</p>	<p><b>Formative:</b> cleaning flowchart</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Create a flowchart outlining the step-by-step process of cleaning a bathroom, emphasizing the use of</p>	<p><b>ELA:</b> Create a quick reference guide on current procedures on how to clean the bathroom using color-coded cloths and appropriate cleaning</p>	<p>Poster boards, markers</p>

amenities.		<p>color-coded cloths and cleaning chemicals.</p> <p><b>Internship:</b> Students will work in the housekeeping department at a lodging facility.</p>	<p>chemicals, ensuring thorough cleaning of surfaces, fixtures, and amenities.</p> <p><b>Social Studies:</b> Research <a href="#">The Evolution of Housekeeping</a> and make predictions about future enhancements.</p>	
Sanitize high-touch areas such as light switches, door handles, and faucet handles to reduce the spread of germs and ensure guest safety.	<p><b>Formative:</b> case study, checklist</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Provide case studies of hotels incorrectly implementing effective sanitization practices. Ask to analyze the outcomes and propose improvements.</p> <p>Develop a checklist for sanitizing high-touch areas in a hotel room to ensure guest safety.</p> <p><b>Internship:</b> Students will work in the housekeeping department at a lodging facility.</p>	<p><b>ELA:</b> Create a quick reference guide on current procedures on how to sanitize high-touch areas such as light switches, door handles, and faucet handles to reduce the spread of germs and ensure guest safety.</p> <p><b>Social Studies:</b> Research the sanitization changes implemented since the COVID 19 pandemic. Share which procedures have stayed the same and which have returned to previous standards.</p>	<p>hotel sanitization case studies checklist <a href="https://www.chrie.org/assets/docs/JHTC-case-notes/JHTC-vol-7/JHTC_Vol7Issue1_Clarke_case.pdf">https://www.chrie.org/assets/docs/JHTC-case-notes/JHTC-vol-7/JHTC_Vol7Issue1_Clarke_case.pdf</a></p> <p>Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>
Dispose of trash and used linens in accordance with hotel policies and procedures, ensuring proper separation and disposal of waste.	<p><b>Formative:</b> digital poster</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Design an interactive digital poster highlighting the proper separation and disposal of waste in a hotel setting.</p>	<p><b>ELA:</b> Research current safety standards on how to dispose of trash and used linens in accordance with hotel policies and procedures, ensuring</p>	<p>Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>

		<p>Present posters to the class and discuss the steps of the process and the information they chose to include.</p> <p><b>Internship:</b> Students will work in the housekeeping department at a lodging facility.</p>	<p>proper separation and disposal of waste.</p> <p><b>Social Studies:</b> Research how hotels disposed of trash before common waste management procedures were put in place.</p>	
<p>Restock guest room amenities, such as toiletries, towels, and coffee supplies, to ensure guest comfort and satisfaction.</p>	<p><b>Formative:</b> simulation</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Brainstorm the amenities included in guest rooms at various levels of property/ service. Discuss responses.</p> <p>Identify the amenities included in guest rooms at their internship site and interview management to determine the most popular/ often used amenities and their cost.</p> <p>Simulate a guest room setup, focusing on amenity placement. Use design software to plan room layouts.</p> <p><b>Internship:</b> Students will work in the housekeeping department at a lodging facility.</p>	<p><b>Social Studies:</b> Check out the standard amenities in other countries. Research if certain cultures have amenities different from the United States.</p>	<p>Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>

<p>Inspect the completed work to ensure cleanliness, neatness, and compliance with corporate and health department standards.</p>	<p><b>Formative:</b> poster, digital checklist</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Provide copies of corporate health and safety standards and state and local regulations. Create a Venn diagram comparing the two.</p> <p>Design a poster incorporating visual elements that highlight the importance of compliance with corporate and health standards in the hospitality industry.</p> <p>Create a digital checklist for inspecting cleanliness, neatness, and compliance in a hospitality setting. Include criteria based on corporate and health department standards.</p> <p><b>Internship:</b> Students will work in the housekeeping department at a lodging facility.</p>	<p><b>ELA:</b> Create a checklist to document the inspection of completed work to ensure cleanliness, neatness, and compliance with corporate and health department standards.</p> <p><b>Social Studies:</b> Determine when the current health department standards were put in place and the events that led up to it.</p>	<p>poster, markers Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>
<p>Recognize and differentiate between stay-over rooms (rooms where guests are continuing their stay) and due-out rooms (rooms where guests are checking out) based on hotel scheduling and room status information.</p>	<p><b>Formative:</b> analyzing room reports</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Provide sample hotel room reports to identify stay-over and due-out rooms based on the data provided. Use spreadsheets for data analysis.</p>	<p><b>ELA:</b> Create a report on how to recognize and differentiate between stay-over rooms (rooms where guests are continuing their stay) and due-out rooms (rooms where guests are checking out) based on hotel</p>	<p>Whiteboard and markers Projector and screen for presentations Access to online resources for research</p> <p>Sample hotel room report Google Sheets/Excel</p>

		<p><b>Internship:</b> Students will work in the housekeeping department at a lodging facility.</p>	<p>scheduling and room status information.</p> <p><b>ELA:</b> Create a graphic organizer on how to recognize and differentiate between stay-over rooms (rooms where guests are continuing their stay) and due-out rooms (rooms where guests are checking out) based on hotel scheduling and room status information.</p>	
<p>Utilize hotel management software or manual logbooks to accurately record the status of stay-over and due-out rooms, indicating whether they have been cleaned, are awaiting cleaning, or are ready for occupancy.</p>	<p><b>Formative:</b> tutorial video</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Produce a tutorial video guide demonstrating the steps involved in updating room statuses using hotel management software.</p> <p><b>Internship:</b> Students will work in the housekeeping department at a lodging facility.</p>	<p><b>ELA:</b> Create a quick reference guide on how to utilize hotel management software or manual logbooks to accurately record the status of stay-over and due-out rooms, indicating whether they have been cleaned, are awaiting cleaning, or are ready for occupancy.</p>	<p>digital camera/smartphone hotel management software or simulation Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>
<p>Record details of missing items, including the type of item, room number, and date/time of discovery, in the missing items log or incident report form according to hotel procedures.</p>	<p><b>Formative:</b> digital incident report</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Create an interactive digital incident report form. Share with internship site for evaluation</p> <p>Create a presentation highlighting the importance of accurately recording</p>	<p><b>ELA:</b> Create a print or digital checklist that records details of missing items, including the type of item, room number, and date/time of discovery, in the missing items log or incident report form according to hotel</p>	<p>Whiteboard and markers Projector and screen for presentations Access to online resources for research</p> <p>Google Form or similar too PowerPoint, Prezi, Google Slides</p>

		missing items in the hospitality industry.  <b>Internship:</b> Students will work in the housekeeping department at a lodging facility.	procedures for documentation purposes.	
Explain safety protocols and procedures for handling needles, bodily fluids, illegal items, and unwanted advances by guests, emphasizing the importance of prioritizing personal safety and following established guidelines.	<b>Formative:</b> digital escape room  <b>Summative:</b> Evaluation from lodging facility	<b>In class preparation:</b> Design a digital escape room to navigate through scenarios related to safety protocols in the hospitality industry. Include decision-making points prioritizing personal safety and follow established guidelines. Solve puzzles and answer questions related to handling various safety situations to progress through the challenges.  <b>Internship:</b> Students will work in the housekeeping department at a lodging facility.	<b>ELA:</b> Create a quick reference guide that explains safety protocols and procedures for handling needles, bodily fluids, illegal items, and unwanted advances by guests, emphasizing the importance of prioritizing personal safety and following established guidelines.  <b>Science:</b> Review blood borne pathogens. Flinn science safety course.  <b>Social Studies:</b> Find a news article that explains why these safety protocols are in place and summarize it.	Whiteboard and markers Projector and screen for presentations Access to online resources for research  <a href="https://genially.com/create/escape-room/?utm_source=google&amp;utm_medium=cpc&amp;utm_campaign=us_prospecting_broad&amp;qad_source=1&amp;qclid=CjwKCAjwqf20BhBwEiwAt7dtdT5006DSK8Z3dZugJqIX_SG6XoLG0yE9wHp4kS3lqtC2WS7MEFJ9nRoCaeQQAvD_BwE">https://genially.com/create/escape-room/?utm_source=google&amp;utm_medium=cpc&amp;utm_campaign=us_prospecting_broad&amp;qad_source=1&amp;qclid=CjwKCAjwqf20BhBwEiwAt7dtdT5006DSK8Z3dZugJqIX_SG6XoLG0yE9wHp4kS3lqtC2WS7MEFJ9nRoCaeQQAvD_BwE</a>  <a href="https://learninghypothesis.com/how-to-create-a-digital-escape-room/">https://learninghypothesis.com/how-to-create-a-digital-escape-room/</a>
Describe the proper use of personal protective equipment (PPE), including gloves, masks, and eye protection, when handling hazardous materials to minimize the risk of	<b>Formative:</b> safety hands-on-activity, group discussion and presentation, social media campaign, role-play  <b>Summative:</b>	<b>In class preparation:</b> Create a social media safety campaign demonstrating the proper use of gloves, masks, and	<b>ELA:</b> Write a report that describes the proper use of personal protective equipment (PPE), including gloves, masks, and eye protection, when handling hazardous materials to	Role-play scenario cards Whiteboard and markers Projector and screen for presentations Access to online resources for research

<p>exposure to infectious agents.</p>	<p>Evaluation from lodging facility</p>	<p>eye protection in the hospitality industry</p> <p><b>Internship:</b> Students will work in the housekeeping department at a lodging facility.</p>	<p>minimize the risk of exposure to infectious agents.</p> <p><b>ELA:</b> Working with a small group, create a five minute skit that describes the proper use of personal protective equipment (PPE), including gloves, masks, and eye protection, when handling hazardous materials to minimize the risk of exposure to infectious agents.</p> <p><b>Social Studies:</b> Identify the cost of stocking PPE for employees and how to secure government funding of these items since the COVID 19 pandemic.</p>	<p>Various types of PPE (gloves, masks, goggles, face shields) Hazardous material safety data sheets (SDS) Whiteboard and markers Projector for presentations PPE guidelines handout</p>
<p>Describe how to offer support and assistance to employees and/or guests who may be experiencing unwanted advances or harassment, including providing alternative accommodations or contacting support services as needed.</p>	<p><b>Formative:</b> class discussion, role play,</p> <p><b>Summative:</b> reflective essay</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Divide into pairs and role-play scenarios where a guest experiences harassment, and the other plays a staff member offering support.</p> <p>Create a short reflective essay or a written response that outlines: Key takeaways from the lesson.</p>	<p><b>ELA:</b> Write a report that describes how to offer support and assistance to guests who may be experiencing unwanted advances or harassment, including providing alternative accommodations or contacting support services as needed.</p> <p><b>ELA:</b> Working with a small group, create a five minute skit that describes how to</p>	<p>Role-play scenario cards Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>



		<p>Personal reflections on how they would handle a similar situation. A plan for how they could support someone experiencing harassment in real life.</p> <p><b>Internship:</b> Students will work in the housekeeping department at a lodging facility.</p>	<p>offer support and assistance to guests who may be experiencing unwanted advances or harassment, including providing alternative accommodations or contacting support services as needed.</p> <p><b>Social Studies:</b> Research laws to know when you are required to report such instances to law enforcement.</p>	
<p>Describe the content and criteria typically assessed during a state health inspection of hotel guest rooms, including cleanliness, sanitation, maintenance, and compliance with health and safety regulations.</p>	<p><b>Formative:</b> group created checklist, lecture, class discussion</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Divide students into small groups and provide them with materials (articles, guidelines, and checklists) on health inspections from the state health department. Each group will research and summarize the key points, including: Areas typically inspected (e.g., cleanliness of linens, bathroom sanitation, food storage areas) Common violations and how to avoid them The role of the health inspector Groups will present their findings to the class, allowing for a broader</p>	<p><b>ELA:</b> Write an essay that describes the content and criteria typically assessed during a state health inspection of hotel guest rooms, including cleanliness, sanitation, maintenance, and compliance with health and safety regulations.</p> <p><b>ELA:</b> Create an infographic that describes the content and criteria typically assessed during a state health inspection of hotel guest rooms, including cleanliness, sanitation, maintenance, and compliance with health and safety regulations.</p>	<p>articles, guidelines, and checklists health inspections from the state health department.</p> <p>Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>

		<p>understanding of the inspection process.</p> <p><b>Internship:</b> Students will work in the housekeeping department at a lodging facility.</p>	<p><b>Social Studies:</b> Calculate the economic and financial impact that a negative health inspection can have on a hotel.</p>	
<p>Explain procedures for preparing guest rooms for health inspections, including thorough cleaning, sanitation of surfaces, replacement of linens and amenities, and removal of any potential health hazards.</p>	<p><b>Formative:</b> class discussion, lecture</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p><b>In class preparation:</b> Provide a detailed lecture or presentation on the procedures of a state health inspection, including: The inspection process step-by-step Documentation required during inspections Consequences of failing an inspection Discuss the impact of these inspections on public health and the reputation of hotels.</p> <p><b>Internship:</b> Students will work in the housekeeping department at a lodging facility.</p>	<p><b>ELA:</b> Create a graphic organizer or essay that explains procedures for preparing guest rooms for health inspections, including thorough cleaning, sanitation of surfaces, replacement of linens and amenities, and removal of any potential health hazards.</p> <p><b>Social Studies:</b> Research the events that led to the establishment of health inspections.</p>	<p>Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>
<p>Conduct a walkthrough of the hotel or resort facility to locate the Material Safety Data Sheet (MSDS) book, ensuring they are familiar with its location in case of emergencies.</p>	<p><b>Formative:</b> MSDS notes page,</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p>Conduct a guided walkthrough of the hotel or resort facility at the internship site. Locate the MSDS book and take notes on its location, contents and importance.</p>	<p><b>ELA:</b> Create a print or digital checklist to use while conducting a walkthrough of the hotel or resort facility to locate the Material Safety Data Sheet (MSDS) book, ensuring they are familiar with its</p>	<p>Internship facility Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>

		<p><b>Internship:</b> Students will work in the housekeeping department at a lodging facility.</p>	<p>location in case of emergencies.</p> <p><b>Science:</b> Flinn safety course, 12 hr OSHA online class</p>	
<p>Explain the purpose of the MSDS book, which is to provide detailed information about hazardous chemicals and materials used on-site, including their properties, hazards, safe handling procedures, and emergency response protocols.</p>		<p><b>In class preparation:</b> Conduct a class discussion to summarize findings from the exploration phase. Present a detailed explanation of the MSDS, covering: The purpose of the MSDS Key sections of the MSDS and their importance Discussion Points: The legal requirement for having MSDS in laboratories and workplaces. How to interpret the information on an MSDS.</p>	<p><b>ELA:</b> Write an informative essay that explains the purpose of the MSDS book, which is to provide detailed information about hazardous chemicals and materials used on-site, including their properties, hazards, safe handling procedures, and emergency response protocols.</p>	<p>MSDS documents Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>

## Key Vocabulary

corporate policies, health department , Personal Protective Equipment (PPE), stay-overs, due-outs, work plan, blood borne pathogens, Material Safety Data Sheet (MSDS) book

## Work-Based Learning, Simulated Work Experiences, and Experiential Learning:

This course is an internship at a local lodging facility. Classroom activities prepare students for the different activities they will encounter during their internship.

## CTSO Connection:

FCCLA: Hospitality, Tourism and Recreation STAR Event (Lodging Scenario)

## Certification/Credential Connection:

OSHA Certification

# Topic 4 Title: Food Service Operations

## Content Standards

7. Demonstrate the process for having a meal segment ready to serve.
  - a. Heat, store, and discard food included in a meal segment according to industry standards.
  - b. Prepare a beverage station for service.
  - c. Explain safe food handling procedures, according to health department requirements.  
*Examples: PPE, time and temperature control, buffet service requirements*
  - d. Demonstrate proper cleaning and sanitizing procedures as stipulated by health department requirements.
  - e. Demonstrate the process of washing dishes.
  - f. Explain the requirements of state and brand standards in food service areas.
8. Explain what is involved in a state health inspection of kitchens and dining areas and describe how the inspection is conducted.
9. Explain the process for ordering foods, beverages, and supplies needed for foodservice operations and outline procedures for maintaining inventory.  
*Examples: determining amounts, sizes, and packaging for food items; maintaining sufficient supplies of disposable cups and plates*
10. Explain procedures for communicating with guests who require dietary accommodations.

## Unpacked Learning Objectives

### Students know:

- How to plan and coordinate the preparation of a meal segment, including selecting appropriate menu items and portion sizes.
- Procedures for setting up the dining area, including arranging tables, chairs, and tableware.
- Procedures for preparing and cooking food items according to recipe instructions and food safety standards.
- How to properly heat food to the appropriate temperature before serving, storing leftover food after service and discarding food following industry standards for food safety.
- How to set up and organize and maintain cleanliness and hygiene at a beverage station for service, including arranging equipment, supplies, and condiments in an accessible and visually appealing manner.
- The significance of adhering to food safety and sanitation standards according to health department standards.
- The importance of proper cleaning and sanitizing procedures in preventing the spread of foodborne illnesses and ensuring food safety.
- Procedures for cleaning and sanitizing food contact surfaces, such as cutting boards, countertops, and utensils, before and after use.
- The specific requirements outlined by state health departments for food service areas, including regulations related to food safety, sanitation, hygiene, and facility maintenance.

- How to comply with state health department regulations, including maintaining proper food storage temperatures, preventing cross-contamination, and following proper food handling procedures.
- Procedures for adhering to brand standards, including preparing and serving food according to established recipes and presentation guidelines, and maintaining a clean and organized dining area.
- The purpose of state health inspections of kitchens and dining areas, which is to ensure compliance with health and safety regulations and protect public health.
- The typical procedures and protocols followed during a state health inspection, including scheduling, notification, and arrival of inspectors.
- The documentation and records that may be requested by inspectors during the inspection, such as food handling procedures, employee training records, and cleaning schedules.
- The importance of maintaining adequate inventory levels of foods, beverages, and supplies to support foodservice operations.
- The process for assessing inventory needs, placing orders, monitoring, inspecting and storing orders.
- The importance of accommodating guests with dietary restrictions or special dietary needs to ensure a positive dining experience.
- Procedures for identifying guests with dietary accommodations, including reviewing reservation notes or direct communication from guests.

**Students are able to:**

- Plan and organize the preparation of a meal segment according to established standards and recipes.
- Gather all necessary ingredients, utensils, and equipment for the meal preparation.
- Follow proper food safety and hygiene practices throughout the meal preparation process.
- Demonstrate the proper use of a variety of thermometers, including probe, infrared, thermocouple, oven, and refrigerator thermometers.
- Properly heat food to the appropriate temperature before serving, following industry standards for food safety.
- Store food at the correct temperature to prevent spoilage and bacterial growth, adhering to industry guidelines for refrigeration, freezer storage, and dry storage.
- Discard food that is past its expiration date, spoiled, contaminated, or otherwise unsafe for consumption, in accordance with industry standards and regulations.
- Set up and organize and stock a beverage station for service, including arranging equipment, supplies, and condiments in an accessible and visually appealing manner.
- Adhere to food safety and sanitation standards when handling and serving beverages, including proper hand hygiene and avoiding cross-contamination.
- Describe the importance of following safe food handling procedures to prevent foodborne illnesses and ensure food safety as stipulated by health department requirements.
- Demonstrate the proper procedure for cleaning food contact surfaces, such as countertops, cutting boards, and utensils, using appropriate cleaning agents and sanitizers approved by health department regulations.
- Explain the requirements outlined by state health departments for food service areas, including regulations related to food safety, sanitation, hygiene, and facility maintenance.
- Describe the brand standards established by the food service establishment or franchise, which may include guidelines for food quality, presentation, customer service, cleanliness, and branding.
- Discuss how to comply with state health department regulations, including maintaining proper food storage temperatures, preventing

cross-contamination, and following proper food handling procedures.

- Explain the process for ordering foods, beverages, and supplies needed for foodservice operations, including:
- Identify guests who require dietary accommodations based on their specific needs or requests.

**Students understand:**

- Having a meal segment ready to serve involves careful planning, preparation, and coordination to ensure a seamless dining experience for guests.
- Heating food to the appropriate temperature before serving is crucial for food safety and quality.
- Food should be stored properly to maintain freshness, prevent contamination, and comply with industry standards.
- Discarding food that is past its expiration date, spoiled, or otherwise unfit for consumption is essential to prevent foodborne illnesses and maintain food quality.
- Industry standards specify guidelines for safe food handling, storage, and disposal, which should be followed to ensure compliance with regulations and best practices.
- Preparing a beverage station for service is essential for providing customers with refreshing and hygienic beverage options.
- The beverage station should be clean, organized, and visually appealing to attract customers.
- Safe food handling procedures are essential for preventing foodborne illnesses and ensuring food safety.
- Health department requirements outline specific guidelines and regulations for safe food handling practices.
- State standards outline regulations and guidelines set by government authorities to ensure food safety and sanitation in food service areas.
- State health inspections of kitchens and dining areas are conducted to ensure compliance with food safety regulations and protect public health.
- Compliance with state health inspection requirements is essential for maintaining a safe and sanitary foodservice operation, protecting public health, and avoiding fines or penalties for violations.
- The process for ordering foods, beverages, and supplies for foodservice operations involves several key steps to ensure adequate inventory levels and efficient operations.
- Identification: Recognizing guests who require dietary accommodations based on their requests, reservations, or special dietary needs noted in their profiles.

<b>Driving/Essential Question</b>	How can adherence to industry standards and health department regulations ensure the safe and efficient operation of a food service segment in a hospitality setting?
<b>Exemplar High Quality Task</b>	Create a cookbook of standardized recipes to use in the culinary lab.

## Map of Student Learning by Learning Objective

Unpacked Learning Objective SWBAT	Potential Subtasks for Assessments Formative/Summative	Potential Learning Activities  <a href="#">Link to Differentiation Examples</a>	Integrated and Related Academic Content: ELA, Math, Science, and/or Social Studies Concepts and Activities	Equipment, Technology and Materials  <a href="#">Equipment List by CTE Cluster</a>  <a href="#">Link to Helpful Tech Tools</a>
Define meal segment and explain its use in hotel operations.	<p><b>Formative:</b> small group, research, meal segment presentation</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p>Divide into small groups and assign each group a specific meal segment (e.g., breakfast, lunch, dinner, and snacks). Each group will research their assigned meal segment, focusing on:</p> <ul style="list-style-type: none"> <li>Typical menu items</li> <li>Target audience</li> <li>Timing and duration</li> <li>Operational challenges</li> </ul> <p><b>Internship:</b> Students will work in the food service department of the lodging facility.</p>	<p><b>ELA:</b> Write a 150- to 250-word essay that defines meal segment and explains its use in hotel operations.</p> <p><b>Math:</b> Calculate the inspection report score using a simple template.</p>	Access to internet-enabled devices, research handouts, chart paper for group presentations
Review the menu and meal orders to determine the items required for the meal segment.	<p><b>Formative:</b> presentation, class discussion</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p>Each group presents their research findings to the class.</p> <p>Explain how each meal segment contributes to the overall operations of a hotel. After each presentation, facilitate a class discussion to</p>	<p><b>ELA:</b> Create a print or digital checklist to review the menu and meal orders to determine the items required for the meal segment.</p>	Presentation materials (e.g., PowerPoint, poster board), whiteboard for notes.



		reinforce understanding and clarify any misconceptions.  <b>Internship:</b> Students will work in the food service department of the lodging facility.	<b>Social Studies:</b> Incorporate different cuisines into the menu.	
Gather necessary ingredients, utensils, and equipment needed to prepare and serve the meal	<b>Summative:</b> Evaluation from lodging facility	<b>Internship:</b> Students will work in the food service department of the lodging facility.	<b>ELA:</b> Create an infographic on how to gather necessary ingredients, utensils, and equipment needed to prepare and serve the meal.  <b>Social Studies:</b> Determine if there are cultural considerations you should make to the ingredients, utensils, or equipment.	
Follow recipes or standardized procedures to cook and assemble the meal items, ensuring proper cooking temperatures and techniques are applied.	<b>Summative:</b> Evaluation from lodging facility	<b>Internship:</b> Students will work in the food service department of the lodging facility.	<b>ELA:</b> Write an essay on the importance of following recipes or standardized procedures to cook and assemble the meal items, ensuring proper cooking temperatures and techniques are applied.	Calculators Family recipes Foodservice cookbooks Standardized recipes Measuring cups Measuring spoons Measuring scales Copies of handouts

				<a href="https://www.txcte.org/resource/lesson-plan-breaking-down-standardized-recipes">https://www.txcte.org/resource/lesson-plan-breaking-down-standardized-recipes</a>
Plate or arrange the meal items attractively on serving dishes or trays, paying attention to portion sizes and presentation.	<b>Formative:</b> lecture, class discussion, small group, graphic organizer, menu sketch,  <b>Summative:</b> Evaluation from lodging facility	<b>Internship:</b> Students will work in the food service department of the lodging facility.	<b>ELA:</b> Create a quick reference guide on how to plate or arrange the meal items attractively on serving dishes or trays, paying attention to portion sizes and presentation.	
Use food safety practices, such as wearing gloves, using clean utensils, and maintaining proper hygiene throughout the preparation process.	<b>Formative:</b> class discussion  <b>Summative:</b> Evaluation from lodging facility	Remind students of the proper cleaning of equipment before the class period ends  <b>Internship:</b> Students will work in the food service department of the lodging facility.	<b>ELA:</b> Create a quick reference guide on how to use food safety practices, such as wearing gloves, using clean utensils, and maintaining proper hygiene throughout the preparation process.	<a href="https://www.txcte.org/resource/lesson-plan-visual-appeal-plating-food">https://www.txcte.org/resource/lesson-plan-visual-appeal-plating-food</a>  Whiteboard and markers Projector and screen for presentations Access to online resources for research
Serve the meal segment promptly to guests or customers, ensuring it meets quality standards and exceeds expectations	<b>Summative:</b> Evaluation from lodging facility	<b>Internship:</b> Students will work in the food service department of the lodging facility.	<b>ELA:</b> Create an infographic on how to serve the meal segment promptly to guests or customers, ensuring it meets quality standards and exceeds expectations.	<a href="https://www.txcte.org/resource/lesson-plan-visual-appeal-plating-food">https://www.txcte.org/resource/lesson-plan-visual-appeal-plating-food</a>  Whiteboard and markers Projector and screen for presentations Access to online resources for research
Explain industry standards and guidelines for heating, storing, and discarding	<b>Formative:</b> safety checklist, demonstration, class	Demonstration of preparing, cooking,	<b>ELA:</b> Write an essay that explains industry standards and guidelines for heating,	<a href="https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements">https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements</a>

<p>food included in a meal segment, emphasizing the importance of food safety and sanitation.</p>	<p>discussion, observation notes</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p>serving, reheating and safe storage of a high risk food, such as sweet and sour chicken with egg fried rice.</p> <p><b>Internship:</b> Students will work in the food service department of the lodging facility.</p>	<p>storing, and discarding food included in a meal segment, emphasizing the importance of food safety and sanitation.</p> <p><b>Math:</b> Create and audit an inventory spreadsheet or checklist.</p> <p><b>Social Studies:</b> Align these standards to local, state, and federal laws. Research how these laws differ from state to state.</p>	<p>Recipe for sweet and sour chicken Temperature probe and wipes. Food hygiene and safety information – Food a fact of life website</p>
<p>Describe proper temperature control procedures for heating and storing food, including guidelines for hot holding, cold holding, and reheating to prevent bacterial growth and ensure food quality.</p>	<p><b>Formative:</b> safety guide, small group</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p>Produce a food hygiene and safety guide with essential advice and guidelines for a trainee food worker who has just started to work in a local restaurant.</p> <p><b>Internship:</b> Students will work in the food service department of the lodging facility.</p>	<p><b>ELA:</b> Write a step-by-step guide that describes proper temperature control procedures for heating and storing food, including guidelines for hot holding, cold holding, and reheating to prevent bacterial growth and ensure food quality.</p> <p><b>Social Studies:</b> Examine the financial impact that food borne illness can have on the restaurant.</p>	<p>BNF food safety resource and textbook Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>
<p>Emphasize the importance of practicing good hygiene and sanitation when handling food, including handwashing, wearing gloves when appropriate, and avoiding</p>	<p><b>Formative:</b> video, class discussion, graphic organizer</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p>View short videos and discuss your classroom safety procedures with your students. -How to Safely Clean Spills in the Kitchen</p>	<p><b>ELA:</b> Create a reference guide that emphasizes the importance of practicing good hygiene and sanitation when handling food, including handwashing, wearing</p>	<p><a href="https://www.txcte.org/resource/lesson-plan-successful-culinary-lab-management-guidelines">https://www.txcte.org/resource/lesson-plan-successful-culinary-lab-management-guidelines</a></p>

<p>cross-contamination between raw and cooked foods</p>		<p><a href="http://youtu.be/ltTmGSEF0UM">http://youtu.be/ltTmGSEF0UM</a> -Preventing Burns <a href="http://youtu.be/5_1T0iLmOck">http://youtu.be/5_1T0iLmOck</a></p> <p>Distribute graphic organizer Safety Hazards.</p> <p><b>Internship:</b> Students will work in the food service department of the lodging facility.</p>	<p>gloves when appropriate, and avoiding cross-contamination between raw and cooked foods.</p> <p><b>Social Studies:</b> Locate and summarize court cases where there were violations of sanitation guidelines present.</p>	<p><a href="http://youtu.be/ltTmGSEF0UM">http://youtu.be/ltTmGSEF0UM</a>  <a href="http://youtu.be/5_1T0iLmOck">http://youtu.be/5_1T0iLmOck</a></p> <p>Safety Hazards graphic organizer Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>
<p>Clean and sanitize the beverage station area, including countertops, dispensers, and equipment to maintain a hygienic environment and ensure food safety standards are met.</p>	<p><b>Formative:</b> lecture, class discussion, mock demonstration</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p>Provide a demonstration of proper cleaning techniques using a mock beverage station setup. Highlight the importance of following a systematic approach to ensure all areas are covered.</p> <p><b>Internship:</b> Students will work in the food service department of the lodging facility.</p>	<p><b>ELA:</b> Create a quick reference guide on how to clean and sanitize the beverage station area, including countertops, dispensers, and equipment to maintain a hygienic environment and ensure food safety standards are met.</p> <p><b>Social Studies:</b> Research food safety standards in other countries and compare them to the requirements in the US.</p>	<p><a href="https://www.txcte.org/resource/lesson-plan-successful-culinary-lab-management-guidelines">https://www.txcte.org/resource/lesson-plan-successful-culinary-lab-management-guidelines</a></p> <p>Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>
<p>Arrange beverage station supplies such as cups, lids, straws, napkins, and stirrers in an organized and accessible manner for efficient service.</p>	<p><b>Formative:</b> mock demonstration, class discussion</p> <p><b>Summative:</b></p>	<p>Provide a demonstration of proper cleaning techniques using a mock beverage station setup. Highlight the importance of following a systematic approach to</p>	<p><b>ELA:</b> Create an infographic on how to arrange beverage station supplies such as cups, lids, straws, napkins, and stirrers in an organized and</p>	<p>cleaning supplies mock beverage station setup Whiteboard and markers Projector and screen for presentations</p>

	Evaluation from lodging facility	ensure all areas are covered.  <b>Internship:</b> Students will work in the food service department of the lodging facility.	accessible manner for efficient service.	Access to online resources for research
Explain the regulations and requirements set forth by the health department regarding safe food handling, including guidelines for food storage, preparation, cooking, cooling, reheating, and serving.	<b>Formative:</b> lecture, graphic organizer, class discussion  <b>Summative:</b> Evaluation from lodging facility	Display copies of the Retail Food Establishment Inspection Report so that students may review a sample of an inspection report used by health inspectors.  Distribute graphic organizer Safety and Sanitation Guidelines Notes Introduce PowerPoint Safety and Sanitation Guidelines.  <b>Internship:</b> Students will work in the food service department of the lodging facility.	<b>ELA:</b> Write an essay explaining the regulations and requirements set forth by the health department regarding safe food handling, including guidelines for food storage, preparation, cooking, cooling, reheating, and serving.  <b>Social Studies:</b> Determine if different states have different food handling requirements or if it is monitored at the federal level.	<a href="https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements">https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements</a>  <a href="https://www.txcte.org/sites/default/files/resources/documents/Retail-Food-Establishment-Inspection-Report1.pdf">https://www.txcte.org/sites/default/files/resources/documents/Retail-Food-Establishment-Inspection-Report1.pdf</a>  Whiteboard and markers Projector and screen for presentations Access to online resources for research
Explain strategies for preventing cross-contamination between raw and cooked foods, including using separate cutting boards, utensils, and preparation areas, and avoiding contact between ready-to-eat foods	<b>Formative:</b> lecture, class discussion, research, worksheet  <b>Summative:</b> Evaluation from lodging facility	Access <a href="http://www.fightbac.org">http://www.fightbac.org</a> to demonstrate where to find the information needed. Distribute handout Least Wanted Foodborne Pathogens and direct students to the Partnership	<b>ELA:</b> Create an infographic that explains the strategies for preventing cross-contamination between raw and cooked foods, including using separate cutting boards, utensils, and preparation	<a href="https://www.txcte.org/resource/lesson-plan-food-safety-and-sanitation-guidelines-0">https://www.txcte.org/resource/lesson-plan-food-safety-and-sanitation-guidelines-0</a>  <a href="http://www.fightbac.org">http://www.fightbac.org</a>

<p>and raw meat or poultry.</p>		<p>for Food Safety Education – fightbac.org  <a href="http://fightbac.org/about-foodborne-illness/least-wanted-pathogens">http://fightbac.org/about-foodborne-illness/least-wanted-pathogens</a></p> <p>Allow students to fill in the pathogen and the sources of contamination on the handout.          Discuss with students the importance of food safety in the food industry.</p> <p><b>Internship:</b>          Students will work in the food service department of the lodging facility.</p>	<p>areas, and avoiding contact between ready-to-eat foods and raw meat or poultry.</p>	<p><a href="http://fightbac.org/about-foodborne-illness/least-wanted-pathogens">http://fightbac.org/about-foodborne-illness/least-wanted-pathogens</a></p> <p>Sources of contamination handout          Whiteboard and markers          Projector and screen for presentations          Access to online resources for research</p>
<p>Describe proper cooking techniques and equipment to ensure that foods are cooked to the appropriate internal temperature, eliminating pathogens and ensuring food safety.</p>	<p><b>Formative:</b>          research, lecture, class discussion, puzzle notes,</p> <p><b>Summative:</b>          puzzle template, project rubric</p> <p><b>Summative:</b>          Evaluation from lodging facility</p>	<p>Complete Cooking Method Puzzle Project  <a href="https://www.familyconsumesciences.com/wp-content/uploads/Cooking-Methods_Puzzle-Project.pdf">https://www.familyconsumesciences.com/wp-content/uploads/Cooking-Methods_Puzzle-Project.pdf</a></p> <p><b>Internship:</b>          Students will work in the food service department of the lodging facility.</p>	<p><b>ELA:</b> Write an essay describing proper cooking techniques and equipment to ensure that foods are cooked to the appropriate internal temperature, eliminating pathogens and ensuring food safety.</p>	<p>Pad or Laptops          Textbooks (optional)          Copies of Blank Puzzle Pieces          Colored Pencils or Markers</p> <p><a href="https://www.familyconsumesciences.com/2019/10/cooking-methods-jigsaw-puzzle-project/">https://www.familyconsumesciences.com/2019/10/cooking-methods-jigsaw-puzzle-project/</a></p>
<p>Describe procedures for cleaning and sanitizing food contact surfaces, equipment, utensils, and food preparation areas to prevent the spread of</p>	<p><b>Formative:</b>          lecture, video</p> <p><b>Summative:</b>          Evaluation from lodging facility</p>	<p>Cleaning and Sanitizing Video  <a href="https://www.youtube.com/watch?v=RAFMIXPq9BE">https://www.youtube.com/watch?v=RAFMIXPq9BE</a></p>	<p><b>ELA:</b> Working with a partner or small group, create a video or presentation that describes procedures for cleaning and sanitizing food contact</p>	<p><a href="https://www.txcte.org/resource/lesson-plan-food-safety-and-sanitation-guidelines-0">https://www.txcte.org/resource/lesson-plan-food-safety-and-sanitation-guidelines-0</a></p>

<p>contaminants and maintain a clean and sanitary environment.</p>		<p><b>Internship:</b> Students will work in the food service department of the lodging facility.</p>	<p>surfaces, equipment, utensils, and food preparation areas to prevent the spread of contaminants and maintain a clean and sanitary environment.</p>	<p><a href="https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements">https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements</a></p> <p>Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>
<p>Define the difference between clean surfaces and sanitized surfaces.</p>	<p><b>Formative:</b> lecture, video</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p>Stress the difference between an area or item being CLEANED verses being SANITIZED. Mention homemade sanitizing solutions.</p> <p>View video: <a href="#">Sanitizing the Kitchen</a></p> <p><b>Internship:</b> Students will work in the food service department of the lodging facility.</p>	<p><b>ELA:</b> Create a comparison-contrast graphic organizer that demonstrates the difference between clean surfaces and sanitized surfaces.</p>	<p><a href="https://www.txcte.org/resource/lesson-plan-food-safety-and-sanitation-guidelines-0">https://www.txcte.org/resource/lesson-plan-food-safety-and-sanitation-guidelines-0</a></p> <p>Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>
<p>Demonstrate proper cleaning techniques, such as scrubbing, wiping, or spraying surfaces with appropriate cleaning agents to remove dirt, grease, and food residues.</p>	<p><b>Formative:</b> group work, class discussion</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p>Divide students into their lab teams. Provide each team with labeled SANITIZER spray bottles and instruct students to sanitize their kitchen/lab area.</p> <p>Beach ball Question and Answer – Toss ball to students to review information learned.</p>	<p><b>ELA:</b> Create a step-by-step guide that demonstrates proper cleaning techniques, such as scrubbing, wiping, or spraying surfaces with appropriate cleaning agents to remove dirt, grease, and food residues.</p>	<p><a href="https://www.txcte.org/resource/lesson-plan-food-safety-and-sanitation-guidelines-0">https://www.txcte.org/resource/lesson-plan-food-safety-and-sanitation-guidelines-0</a></p> <p>Spray bottle labeled sanitizer for each group Whiteboard and markers Projector and screen for presentations</p>

		<ul style="list-style-type: none"> <li>• What can we put on a grease fire?</li> <li>• What is the acronym to remember to use the fire extinguisher?</li> <li>• How long can leave food out?</li> <li>• What are the handwashing steps in order?</li> <li>• Who is most at risk for food poisoning?</li> <li>• What jewelry is allowed during food prep?</li> <li>• What are the five hand washing steps?</li> </ul> <p><b>Internship:</b> Students will work in the food service department of the lodging facility.</p>		Access to online resources for research
Explain the health regulations and requirements set forth by state health departments governing food service operations, including regulations related to food safety, sanitation, hygiene, and facility maintenance.	<p><b>Formative:</b> video, class discussion</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p>Show a brief video (3-5 minutes) that depicts foodborne illness outbreaks and their impact on public health. Follow this with a class discussion on students' experiences with food safety or any knowledge they have about health regulations in food service.</p> <p>What do you think food service operators must do</p>	<p><b>ELA:</b> Write an informative essay explaining the health regulations and requirements set forth by state health departments governing food service operations, including regulations related to food safety, sanitation, hygiene, and facility maintenance.</p> <p><b>Social Studies:</b> Research how state health departments were developed and compare</p>	Foodborne Illness video Whiteboard and markers Projector and screen for presentations Access to online resources for research



		<p>to prevent foodborne illnesses? Have you ever seen someone practicing good or poor hygiene in a food service setting?</p> <p><b>Internship:</b> Students will work in the food service department of the lodging facility.</p>	<p>Alabama’s requirements to three other states. Make recommendations for changes that could be made to improve regulations.</p>	
<p>Describe the purpose of regular state health inspections of kitchens and food service areas, including consequences for failure to comply with regulations or remedy deficiencies in a timely manner.</p>	<p><b>Formative:</b> class discussion, case scenario review,</p> <p><b>Summative:</b> peer evaluation and recommendation</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p>Provide hypothetical situations based on real-life case studies of food service operations. Each group will analyze a case and determine what regulations were violated and suggest improvements.</p> <p>Questions to Consider:</p> <p>What specific health regulations apply to this scenario? How could the situation have been avoided? What actions should be taken to rectify the situation?</p> <p>Each group will present their analysis and recommendations.</p>	<p><b>ELA:</b> Write a descriptive essay on the purpose of regular state health inspections of kitchens and food service areas, including consequences for failure to comply with regulations or remedy deficiencies in a timely manner.</p> <p><b>Social Studies:</b> Create a timeline showing how health inspections began and how they have evolved over time.</p>	<p>case study Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>

		Guest Speaker: Health Department Inspector		
<p>Research various methods for ordering food, beverages, and supplies used in foodservice operations, including online platforms, direct suppliers, and distributors.</p>	<p><b>Formative:</b> class discussion, small groups, research, comparison chart</p> <p><b>Summative:</b> Evaluation from lodging facility</p>	<p>Ask to discuss experiences with ordering food online or through apps. Discussion Questions: What platforms have you used to order food? How do you think restaurants manage their supplies and orders?</p> <p>Divide into small groups and assign each group a method of ordering food (e.g., online platforms, direct suppliers, distributors). Research Task: Use laptops or tablets to research their assigned method. Each group will gather information about: Advantages and disadvantages of their method Examples of businesses that use this method Customer experience and satisfaction levels</p> <p>Research different vendors for a specific product, create a comparison chart highlighting prices,</p>	<p><b>ELA:</b> Research and write a report of the various methods for ordering food, beverages, and supplies used in foodservice operations, including online platforms, direct suppliers, and distributors.</p> <p><b>ELA:</b> Create a quick reference guide on research of the various methods for ordering food, beverages, and supplies used in foodservice operations, including online platforms, direct suppliers, and distributors.</p> <p><b>Social Studies:</b></p>	<p>Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>

		shipping times, and customer reviews.  <b>Internship:</b> Students will work in the food service department of the lodging facility.		
Create a reference guide or cheat sheet outlining different dietary accommodations and recommended menu options for each.	<b>Formative:</b> reference guide, class discussion, peer evaluation  <b>Summative:</b> Evaluation from lodging facility	Create a reference guide or cheat sheet that summarizes the different dietary accommodations covered in class. This guide should include: <ul style="list-style-type: none"> <li>• A brief description of each accommodation</li> <li>• Key nutritional considerations</li> <li>• Three recommended menu options for each dietary need</li> </ul> Exchange guides with a partner for feedback and suggestions.	<b>ELA:</b> Create a reference guide or cheat sheet outlining different dietary accommodations and recommended menu options for each.  <b>Social Studies:</b>	Google doc/Word Whiteboard and markers Projector and screen for presentations Access to online resources for research
Participate in ongoing education and training about common dietary accommodations and the importance of accommodating guest needs with sensitivity and respect.	<b>Formative:</b> customer reviews, guest concerns document, graphic organizer	Complete the lesson - Customer Service- The Cornerstone of Restaurant Operations	<b>ELA:</b> Working with co-workers, identify and participate in ongoing education and training about common dietary accommodations and the importance of accommodating guest	<ul style="list-style-type: none"> <li>•Chairs</li> <li>•Check presentation folders</li> <li>•Guest checks</li> <li>•Menus (various from local establishments)</li> <li>•Tables</li> <li>•Copies of handouts</li> </ul>

			needs with sensitivity and respect.	<a href="https://www.txcte.org/resource/lesson-plan-customer-service-%E2%80%93-cornestone-restaurant-operations">https://www.txcte.org/resource/lesson-plan-customer-service-%E2%80%93-cornestone-restaurant-operations</a>
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## Key Vocabulary

meal segment, ready to serve, discard, temperature danger zone, hot holding, cold holding, meal segment, industry standards, dietary accommodations

## Work-Based Learning, Simulated Work Experiences, and Experiential Learning:

This course is an internship at a local lodging facility. Classroom activities prepare students for the different activities they will encounter during their internship.

## CTSO Connection:

FCCLA: Hospitality, Tourism and Recreation STAR Event (Lodging or Culinary Scenario)

## Certification/Credential Connection:

ServSafe Managers Certificate