

COURSE TITLE: Introduction to Hospitality and Tourism

Course Description:

Introduction to Hospitality and Tourism is the prerequisite for all other courses in the cluster. Major topics include sports, recreation, and attractions; management of hotels, resorts, and lodgings; travel and tourism; restaurants and food and beverage services; and customer relations and quality services. Although a full kitchen is not required for this course, students should have access to small appliances to prepare foods in various ways.

Potential Certifications/Credentials:

Alabama Certified Employee (ACE) / Certified Front Desk Representative / Certified Guest Service Professional / Food and Beverage – Skills for Success / Meat Cutter – Skills for Success / ProStart National Certificate of Achievement – COA (must pass the final exam for Level 1 and Level 2 and complete 400 hours of mentored work experience and then apply for credential) / ServSafe Manager / 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

Course Scope and Sequence

Topic #	Topic Title	Estimated Hours
1	Foundational Standards	20
2	Sports, Recreation and Attractions	25
3	Hotel, Resort, and Lodging Management	25
4	Food and Beverage Services	25
5	Travel and Tourism	25
6	Customer Service	20

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: Sports, Recreation, and Attractions

Content Standards

1. Summarize the history of the sports, recreation, and attractions industries.
2. Identify and describe sectors of the sports and recreation industry, including indoor, outdoor, youth, collegiate, amateur, and professional levels.
3. Describe types of venues used for sporting events, recreation, and attractions.
 - a. Explain major provisions of the American with Disabilities Act (ADA) and how it affects venues for the sports, recreation, and attractions industries.
4. Discuss the role of sports organizations at youth, collegiate, and professional levels, indicating how each organization impacts the sports industry.
5. Explore and share the benefits of participation in sports, recreation, and attractions activities.

Example: Design an advertising campaign encouraging residents to participate in a community's amateur sports leagues.

Unpacked Learning Objectives

Students know:

- Important historical events and figures in the sports, recreation, and attractions industries and how they evolved over time due to various influences.
- The sectors of the sports and recreation industry, including indoor, outdoor, youth, collegiate, amateur, and professional levels.
- The differences between indoor and outdoor sports.
- Types of venues used for sporting events, recreation, and attractions.
- Factors that determine a venue's suitability for an activity or event
- The major provisions of the American with Disabilities Act (ADA)
- How ADA provisions affect venues for the sports, recreation, and attractions industries.
- Role youth, collegiate, amateur, and professional levels impact the sports industry.
- The benefits of participation in sports, recreation, and attractions activities.

Students are able to:

- Identify and describe key historical milestones in the evolution of sports, recreation, and attractions, including early sports practices in ancient Greece and Rome, medieval activities, and the formalization of sports in the 18th and 19th centuries.

- Describe the sectors of the sports and recreation industry, including indoor, outdoor, youth, collegiate, amateur, and professional levels.
- Compare and contrast different venues and determine their suitability for a variety of activities.
- Read and summarize the major provisions of the ADA
- Discuss how the ADA affects venues in the sports, recreation, and attractions industries and explain the consequences venues may incur if they fail to comply with ADA guidelines.
- Compare sports organizations across youth, collegiate, and professional levels, defining the characteristics of each level.
- Identify the benefits of participating in various sports, recreation, and attraction activities, including information on the physical, mental, social, and emotional benefits of different activities.

Students understand:

- The sports, recreation, and attractions industries have evolved over time, reflecting changing societal trends, technological advancements, and cultural shifts
- The sports and recreation industry encompasses various sectors which cater to different audiences and purposes, including indoor, outdoor, youth, collegiate, amateur, and professional levels.
- Sporting events, recreation activities, and attractions take place in various types of venues designed for specific purposes.
- Venues can range from outdoor spaces like stadiums, arenas, parks, and fairgrounds to indoor facilities such as gymnasiums, recreation centers, and auditoriums.
- The ADA requires venues for the sports, recreation, and attractions industries to provide reasonable accommodations and accessible facilities for individuals with disabilities.
- Failure to comply with the ADA requirements can result in legal consequences, including fines and lawsuits, for venues in the sports, recreation, and attractions industries.
- Sports organizations exist at various levels, play a distinct role and have a unique impact on the sports industry, including youth, collegiate, and professional.
- The influence of sports organizations extends beyond the playing field, impacting various aspects of the sports industry, such as merchandising, media rights, sponsorships, and fan engagement.
- Participating in sports, recreation, and attractions activities offers various benefits, including physical, mental, and social well-being.
- Engaging in these activities can promote a healthy lifestyle, stress relief, and personal growth.
- Sports, recreation, and attractions activities provide opportunities for socializing, developing teamwork skills, and building a sense of community.
- These activities can contribute to the local economy and tourism industry by attracting visitors and generating revenue.

Driving/Essential Question	How have historical developments shaped the modern landscape of the sports, recreation, and attractions industries, and what implications do these sectors hold for contemporary society?
Exemplar High Quality Task	Create an advertising campaign encouraging residents to participate in a community's amateur sports leagues.

Map of Student Learning by Learning Objective

Unpacked Learning Objective SWBAT	Potential Subtasks for Assessments Formative/Summative	Potential Learning Activities Link to Differentiation Examples	Integrated and Related Academic Content: ELA, Math, Science, and/or Social Studies Concepts and Activities	Equipment, Technology and Materials Equipment List by CTE Cluster Link to Helpful Tech Tools
<p>Identify and describe key historical milestones in the evolution of sports, recreation, and attractions, including early sports practices in ancient Greece and Rome, medieval activities, and the formalization of sports in the 18th and 19th centuries.</p>	<p>Summative: Historic timeline Social Media profile</p>	<p>Introduce the topic of the history of the hospitality industry with a video clip and writing activity. Show students a short video portraying travel and tourism in a different historical period. After the video, ask students to write a letter home from the perspective of a traveler during that period. Students will create an electronic timeline of key events in the history of sports, recreation, and attractions industries using various digital means. Research key historical figures in sports, recreation, and attractions industries and imagine what their social media profiles would look like if</p>	<p>ELA: Create an infographic summarizing the key milestones and developments in the evolution of the sports, recreation, and attractions industries, especially within the state of Alabama.</p> <p>Social Studies: Include additional information about how these milestones contributed to the tourism industry.</p>	<p>Smartboard, computer, pen/pencil</p> <p>Helpful Links https://timeline.knightlab.com/ https://www.controlaltachieve.com/2022/11/new-google-sheets-timeline-creator.html https://www.youtube.com/watch?v=DJCdv88KgoA https://edpuzzle.com/ https://x.com/?lang=en https://www.instagram.com/</p>

		they were alive today. Students can use platforms like Instagram or Twitter to create posts, stories, and hashtags reflecting the impact these figures had on their respective industries. This activity can help students see these historical figures in a modern context and understand their influence in a fun and engaging way.		
Describe the sectors of the sports and recreation industry, including indoor, outdoor, youth, collegiate, amateur, and professional levels.	Formative: Worksheet with facts from think-pair-share activity	Participate in a think-pair-share, explaining the different sectors within the sports and recreation industry Scaffold questioning from easy (e.g., "What are some examples of indoor sports?") to hard (e.g., "How do collegiate sports differ from amateur sports?")	ELA: Research on each sector—sports, recreation, attractions industries—, including the key players, trends, challenges, and opportunities. Science: Use excel to compile data and use statistical analysis of data compiled from the ELA assignment Social Studies: Include a timeline of the key players, trends, challenges, and opportunities. Examine how they contributed to modern sports.	Smartboard, computer, worksheet, pen/pencil
Describe the unique characteristics and	Formative: Key Sector Infographic	Create an infographic that visually represents the key	ELA: Based on research, create an infographic that	Smartboard, computer, pen/pencil

audiences for each sector, including indoor, outdoor, youth, collegiate, amateur, and professional levels.		sectors, their contributions, and the interconnectedness of the industry.	analyzes the impact of each sector on the overall industry and identify potential areas for growth and innovation. Social Studies: Share in a brochure the industry potential based on your findings. Science: use excel to compile data and use statistical analysis of data compiled from the ELA assignment	Helpful Link https://www.canva.com/
Compare and contrast different venues and determine their suitability for a variety of activities.	Summative: Operation Sectors Research paper, presentation, or digital model	Create a multimedia presentation or infographic that visually represents and explains the characteristics of various venue types used for sporting events, recreation, and attractions.	ELA: Research articles in order to examine real-world examples of organizations or individuals operating within each sector and analyze their strategies, successes, and challenges, drawing conclusions about the unique characteristics and dynamics of each sector. Social Studies: Determine how their strategies contribute to economic profit and loss.	Smartboard, computer, pen/pencil, worksheet
Read and summarize the major provisions of the ADA and Identify and describe	Summative:		ELA: Create a summary of the major provisions of the ADA.	Smartboard, computer, pen/pencil

<p>different types of venues used for sporting events, recreation, and attractions, such as stadiums, arenas, theme parks, zoos, museums, and outdoor recreational facilities.</p>	<p>Report with Multimedia presentation and/or infographic</p>		<p>ELA: Identify and describe different types of venues used for sporting events, recreation, and attractions, such as stadiums, arenas, theme parks, zoos, museums, and outdoor recreational facilities and their adherence to the provisions of ADA.</p> <p>Social Studies: Research the origins of the ADA and how it has evolved over time.</p>	
<p>Discuss how the ADA affects venues in the sports, recreation, and attractions industries and explain the consequences venues may incur if they fail to comply with ADA guidelines.</p>	<p>Formative: Sports venue paragraph</p>	<p>Choose a sports venue and write a short description of the venue, including how it complies with the American with Disabilities Act (ADA) and what the consequences are if they do not comply</p>	<p>ELA: With a partner or small group, discuss how the ADA affects venues in the sports, recreation, and attractions industries and explain the consequences venues may incur if they fail to comply with ADA guidelines, writing and sharing key discussion points.</p> <p>ELA: Create a visual presentation of a sports, recreation, or attractions venue, showing how it complies with ADA guidelines and write an explanation of what may</p>	

			<p>happen if it failed to comply.</p> <p>Social Studies: Determine the economic impact providing ADA accessibility has on venues.</p> <p>Research law cases that involved ADA violation within sports, recreation, and attraction venues.</p>	
<p>Compare sports organizations across youth, collegiate, and professional levels, defining the characteristics of each level.</p>	<p>Formative: Case study analysis</p>	<p>Conduct a detailed case study analysis of a sports organization at each level and analyze the organization's structure,</p>	<p>ELA: Create a comparison graphic organizer of sports organizations across youth, collegiate, and professional levels, defining the characteristics of each level, especially those within the state of Alabama.</p> <p>ELA: Create a detailed list that compares sports organizations across youth, collegiate, and professional levels, defining the characteristics of each level.</p> <p>Social Studies: Research how each level has evolved over time and the reasons why.</p>	

			Compare and contrast trends at each level.	
<p>Identify the benefits of participating in various sports, recreation, and attraction activities, including information on the physical, mental, social, and emotional benefits of different activities.</p>	<p>Summative: Community advertising campaign</p>	<p>Pick a particular sport and work in groups to create an advertising campaign encouraging residents to participate in a community's amateur sports leagues. Include timeline, target participants, marketing strategies, inclusive participation of individuals with disabilities, venue access, etc. Allow representatives from Community Park and Recreation Board to present to give class an idea of real world scenarios FCCLA Integration: Event Management Star Event</p>	<p>ELA: Create an infographic that identifies the benefits of participating in various sports, recreation, and attraction activities, including information on the physical, mental, social, and emotional benefits of different activities.</p> <p>ELA: Create a public service announcement (print or video) that identifies the benefits of participating in various sports, recreation, and attraction activities, including information on the physical, mental, social, and emotional benefits of different activities.</p> <p>Social Studies: Look at historical trends of the evolution of sports and the health benefits over time. In other words, are there additional health benefits that have emerged in the recent decades that were not known before?</p>	<p>Smartboard, computer, pen/pencil</p> <p>FCCLA https://fcclainc.org/competitive-events/star-events</p> <p>FCCLA Star Events link https://fcclainc.org/sites/default/files/EVENT%20MANAGEMENT%20INFORMATION%20SHEET.pdf</p>

Key Vocabulary

sports, recreation, attractions, leisure activities, spectator sports, amusement parks, professional sports leagues, theme parks, adventure sports, commercialization, globalization, technology advancements, virtual reality, sustainability

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

Event Management, Guest speakers from Community Park and Recreation Board

CTSO Connection:

FCCLA Star Event: Event Management

Certification/Credential Connection:

Customer Service: Skills for Success

Topic 3 Title: Hotel, Resort, and Lodging Management

Content Standards

6. Identify types of lodging properties.
Examples: motels, hotels, resorts, recreational vehicles, hotels, campgrounds
7. Compare and contrast functions of various departments of a property, including accounting, security, engineering, front desk, concierge, housekeeping, food and beverage services, maintenance, human resources, and sales and marketing.
8. Explain the ways the lodging industry impacts a community's economy.
9. Describe the impact of current trends and issues on new and established businesses within the lodging industry.
Examples: effects of short-term rentals on the hotel industry, environmental issues faced by the lodging industry, considerations for choosing a location for a new property

Unpacked Learning Objectives

Students know:

- The types of lodging properties.
- The functions of various departments of a property including: accounting, security, engineering, front desk, concierge, housekeeping, food and beverage services, maintenance, human resources, and sales and marketing.
- The ways the lodging industry impacts a community's economy.
- The impact of current trends and issues on new and established businesses within the lodging industry

Students are able to:

- Identify and describe various types of lodging properties, such as hotels, motels, resorts, bed and breakfasts, vacation rentals, and extended-stay hotels. Compare and contrast the different types of properties, highlighting their unique features and suitability for different types of travelers or purposes
- Identify current trends influencing the lodging industry and predict future trends.
- Gather information and analyze market opportunities for new lodging accommodations in specific areas, such as downtown locations, exploring travel and visitation trends, existing competition, traveler market segments, and projected room night demand
- Chart the impact of social media trends on customer preferences and booking decisions.

Students understand:

- Lodging properties come in various types, each catering to different needs and preferences of guests.
- Identifying the type of lodging property is essential for understanding its operational structure, pricing strategies, and the specific guest

experiences it aims to deliver

- Different departments within a property serve distinct functions to ensure efficient operations and exceptional guest experiences.
- The lodging industry plays a significant role in generating revenue for a community's economy through lodging taxes, room rates, and other fees.
- The presence of lodging establishments can stimulate demand for goods and services in surrounding businesses, such as restaurants, retail shops, and transportation providers.
- Collaborative efforts between the lodging industry and local stakeholders are essential for maximizing the positive economic impact on a community while addressing potential challenges or concerns
- Current trends, such as technological advancements and changing consumer preferences, influence the operations and strategies of both new and established businesses within the lodging industry.
- Emerging issues, such as sustainability practices, safety and security concerns, and global health crises, can significantly impact the viability and success of lodging businesses.

Driving/Essential Question	How does the structure and operation of lodging properties contribute to the hospitality industry's role within a community, and how are they influenced by emerging trends and issues?
Exemplar High Quality Task	In pairs design a "smart room" for a hotel, incorporating the latest technology trends. Create a layout using design software or draw it by hand, explain how each technology feature enhances the guest experience.

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Identify and describe various types of lodging properties, such as hotels, motels, resorts, bed and	Formative: Concept Map	Create a concept map outlining different types of lodging properties, highlighting their unique features and suitable for	ELA: Create a detailed list that identifies and describes various types of lodging properties, such as hotels, motels, resorts,	Smartboard, computer, pen/pencil, concept map worksheet

<p>breakfasts, vacation rentals, and extended-stay hotels. Compare and contrast the different types of properties, highlighting their unique features and suitability for different types of travelers or purposes</p>		<p>different types of travelers or purpose. Allow students to draw or use a computer to create the concept map. Inform students they will be presenting the concept maps to the class.</p>	<p>bed and breakfasts, vacation rentals, and extended-stay hotels.</p> <p>ELA: Create a comparison-contrast graphic organizer of the different types of properties, highlighting their unique features and suitability for different types of travelers or purposes</p> <p>Math: Use a table, spreadsheet, or chart to compare and contrast functions of departments.</p> <p>Social Studies: Determine the costs of different types of lodging and how they change according to the health of the economy.</p>	
<p>Identify current trends influencing the lodging industry and predict future trends.</p>	<p>Formative: Guided reading, graphic organizer, and think-pair-share</p> <p>Summative: smart room design</p>	<p>Guided reading from trade publications on emerging trends in the lodging industry.</p> <p>Use a graphic organizer to take notes on the reading and develop their thoughts on each trend presented. Discuss responses.</p>	<p>ELA: Conduct research to identify current trends influencing the lodging industry and write a list of predictions of future trends based on the findings.</p> <p>Math: Calculate the number of jobs created by the lodging industry in a community.</p>	<p>Trade publication article, graphic organizer, design software, digital device, internet access</p>

		<p>Think-pair-share future trends in the lodging industry.</p> <p>Share what they believe future travelers will want and expect from their lodgings.</p> <p>Design a Smart Room: In pairs, design a "smart room" for a hotel, incorporating the latest technology trends. Create a layout using design software or draw it by hand, explaining how each technology feature enhances the guest experience.</p>	<p>Social Studies: Chart how the trends have changed over time.</p> <p>Compare trends in the United States to trends in other countries.</p>	
<p>Gather information and analyze market opportunities for new lodging accommodations in specific areas, such as downtown locations, exploring travel and visitation trends, existing competition, traveler market segments, and projected room night demand</p>	<p>Formative: CVB Guest Speaker worksheet</p>	<p>Listen to guest speakers from the local Convention Visitors Bureaus.</p> <p>Gather information from the guest speaker to analyze market opportunities for new lodging accommodations in specific locations in their area, explore travel and visitation trends, existing competition, traveler market segments, and projected room night demands.</p>	<p>ELA: Working with a partner or small group research and analyze opportunities for new lodging accommodations in assigned areas, especially within the state of Alabama, such as downtown locations, exploring travel and visitation trends, existing competition, traveler market segments, and projected room night demand.</p> <p>ELA: Create and analyze information to create a marketing campaign for</p>	<p>Smartboard, computer, pen/pencil, worksheet</p>

			<p>new lodging in an assigned area, especially in Alabama, that focuses on such factors as downtown locations, exploring travel and visitation trends, existing competition, traveler market segments, and projected room night demand.</p> <p>Math: Calculate the local, state, and federal taxes spent by the lodging industry in a community.</p> <p>Social Studies: Determine optimal areas for new lodging accommodations based on economic profit.</p> <p>Examine the economic impact that new lodging has on different areas.</p>	
<p>Chart the impact of social media trends on customer preferences and booking decisions.</p>	<p>Formative: Social Media Trends Chart</p>	<p>Create a chart after listening to the CVB guest speaker of the impact social media trends have on customer preferences and booking decisions.</p>	<p>ELA: Create a chart on the impact of social media trends on customer preferences and booking decisions.</p> <p>Social Studies: Determine the best social marketing strategies to maximize profit.</p>	<p>Smartboard, computer, pen/pencil, worksheet</p>

Key Vocabulary

hotel, motel, resort, bed and breakfast, vacation rental, timeshare, front desk, housekeeping, food and beverage services, engineering, maintenance, concierge, accounting, security, human resources, sales and marketing, lodging property careers, lodging Industry, employment, tax revenue, economic impact, tourism, multiplier effect, ancillary services, sharing economy, sustainability, technology integration, guest personalization, revenue management

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

Guest speakers from local Convention and Visitors Bureaus, Social Media Trends Chart

CTSO Connection:

FCCLA STAR Event: Hospitality, Tourism and Recreation

Certification/Credential Connection:

Customer Service: Skills for Success, Hotel Operations: Skills for Success

Topic 4 Title: Food and Beverage Services

Content Standards

10. Describe the functions of various departments and personnel of a foodservice operation, including management, executive chef, sous chef, pastry chef, line cook, prep cook, service staff, and dishwasher.
11. Examine and evaluate foods for quality and appeal, including taste, appearance, color, and texture.
12. Explain important components of dietary science, including the roles of major nutrients and potential allergens.
 - a. Interpret food nutrition labels to determine nutritional values, serving size, and ingredients.
13. Set up and demonstrate various styles of food service, including table settings and service etiquette.
Examples: French, American, buffet, seated dinner
14. Produce foods using a variety of preparation methods.

Unpacked Learning Objectives

Students know:

- The functions of various departments and personnel of a foodservice operation, including management, executive chef, sous chef, pastry chef, line cook, prep cook, service staff, and dishwasher.
- How to assess foods for quality and appeal, including taste, appearance, color, and texture.
- How to describe the qualities of food products in written reflections.
- How to assess the nutritive value of foods using nutrition labels.
- Important components of dietary science, including the roles of major nutrients and potential allergens.
- How to incorporate these components in a balanced meal plan.
- The nutritional needs of a variety of populations, including age groups, specific health needs, and those with allergies or sensitivities.
- How to read food nutrition labels to determine nutritional values, serving size, and ingredients.
- Various styles of food service, including table settings and service etiquette.
- Which style of service is appropriate in a variety of settings
- A variety of food preparation methods.
- How to utilize different cooking methods to execute recipes and affect the final food product.
- How to select the appropriate cooking method for the desired result.

Students are able to:

- Identify and describe the various departments in a foodservice operation, such as management, executive chef, sous chef, pastry chef, line

- cook, prep cook, service staff, and dishwasher.
- Analyze the skills, qualifications, and training required for each role, and discuss the importance of effective communication and collaboration among departments for a smooth and efficient operation
- Objectively rate the taste, appearance, texture, and color.
- Analyze and compare commercial food products (e.g., chips, cookies, or beverages), evaluations with nutritional information or product descriptions.
- Create balanced meal plans that meet the dietary needs of specific individuals or groups.
- Explain the roles of major nutrients, such as proteins, fats, carbohydrates, vitamins, and minerals, in their meal plans.
- Read and interpret food labels to identify major nutrients and potential allergens in different food products.
- Practice portion control by reading nutrition labels and calculating nutrients per portion/ per container.
- Identify and demonstrate methods to prevent cross-contact with common allergens, such as peanuts, tree nuts, dairy, gluten, and shellfish.
- Identify a variety of food service styles
- Define service etiquette and determine the appropriate etiquette for various styles of food service and settings.
- Define a variety of cooking methods and compare their effect on foods' flavor, texture, and appearance.

Students understand:

- Management oversees the overall operation of the foodservice establishment, including staffing, budgeting, menu planning, and customer service.
- Evaluating foods for quality involves assessing factors such as taste, appearance, color, and texture to determine their overall appeal to consumers.
- Utilizing sensory analysis techniques, such as taste testing, visual inspection, and tactile assessment, allows for a comprehensive evaluation of foods for quality and appeal.
- Incorporating feedback from customers, culinary professionals, and industry standards helps refine food products and recipes to meet consumer expectations and market demands.
- Understanding the roles of major nutrients and potential allergens is critical for dietary planning, meal preparation, food service operations, and promoting healthful eating habits among individuals and communities.
- Mastery of different food service styles enhances students' versatility and readiness for employment opportunities in the hospitality and culinary industries.
- Various cooking techniques, such as grilling, sautéing, roasting, baking, frying, steaming, boiling, braising, and stewing, impart unique flavors, textures, and appearances to foods.
- Understanding the characteristics of different ingredients and their reactions to heat is essential for selecting appropriate preparation methods and achieving optimal culinary outcomes.
- Practicing a variety of food preparation methods enhances students' culinary skills, creativity, and versatility in the kitchen, preparing them for diverse culinary challenges and opportunities.

Driving/Essential Question	How does the multifaceted operation of a foodservice establishment ensure quality, safety, and customer satisfaction, and how do various culinary techniques and dietary considerations contribute to the overall dining experience?
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Exemplar High Quality Task	Prepare a dish for a specific food allergy, using ingredient substitutions and demonstrating safe kitchen and service practices to prevent cross-contact.
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Map of Student Learning by Learning Objective

Unpacked Learning Objective SWBAT	Potential Subtasks for Assessments Formative/Summative	Potential Learning Activities Link to Differentiation Examples	Integrated and Related Academic Content: ELA, Math, Science, and/or Social Studies Concepts and Activities	Equipment, Technology and Materials Equipment List by CTE Cluster Link to Helpful Tech Tools
<p>Analyze the skills, qualifications, and training required for each role, and discuss the importance of effective communication and collaboration among departments for a smooth and efficient operation</p>	<p>Formative: Group Diagram Presentation</p>	<p>Create a diagram in groups of five of the typical foodservice operation, highlighting the reporting relationships and communication channels between different roles. Each group will present one section of the diagram.</p>	<p>ELA: Write an informative essay explaining the hierarchical structure and lines of authority within a typical foodservice operation, highlighting the reporting relationships and communication channels between different roles.</p> <p>ELA: Working with a partner or small group, create an infographic that analyzes the skills, qualifications, and training required for each role, and discuss the importance of effective communication and collaboration among departments for a smooth and efficient operation.</p> <p>Math: Create a table or flowchart to describe the</p>	<p>Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>

			<p>various departments and personnel.</p> <p>Social Studies: Examine how food service operations came to be what they are today. Explore how the earliest restaurant served their customers.</p>	
<p>Objectively rate the taste, appearance, texture, and color.</p> <p>Analyze and compare commercial food products (e.g., chips, cookies, or beverages), evaluations with nutritional information or product descriptions.</p>	<p>Formative: Written feedback on sample food products</p>	<p>Conduct a blind taste test or sensory evaluation of commercial food products (e.g., chips, cookies, or beverages), then analyze and compare their evaluations with nutritional information or product descriptions.</p> <p>Example: Potato chip taste test lesson plan https://www.teacherspayteachers.com/browse?search=potato%20chip</p>	<p>ELA: Create a graphic organizer to analyze and compare commercial food products (e.g., chips, cookies, or beverages), evaluations with nutritional information or product descriptions.</p> <p>Math: Create a likert scale to evaluate food quality and analyze the data.</p> <p>Social Studies: Do a deep dive into how nutritional information has been portrayed on food items since it first started being required. How have the requirements changed over time with new nutritional recommendations?</p> <p>Science: Taste and smell, review how they work with edpuzzle link. Edpuzzle</p>	<p>Potato Chips feedback worksheet Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>

<p>Create balanced meal plans that meet the dietary needs of specific individuals or groups.</p>	<p>Formative: Meal Plans</p>	<p>Present students with a case study in which a food and beverage professional must meet nutritional standards while accommodating multiple dietary restrictions or needs (Example: planning catering for a wedding with multiple dietary restrictions). Students develop a plan to meet needs. Discuss responses.</p> <p>Lecture and guided notes on nutrition basics and common specialty diets.</p> <p>Provide various case studies. Plan menus or diets for the individual or family described in the case studies. The menus are based on appropriateness to the life cycle, activity level, culture, nutritional needs, and food budget.</p>	<p>Science: Use the my food plate to create guidelines recommended by the USDA</p> <p>Social Studies: Research how dietary recommendations have changed over time with new research.</p> <p>Explore dietary recommendations in other countries and share how they differ from the US recommendations.</p> <p>Math: Determine how many place settings are needed to prepare for an event based on food service style and requests.</p>	<p>Smartboard, computer, pen/pencil, worksheet</p>
<p>Explain the roles of major nutrients, such as proteins, fats, carbohydrates, vitamins, and minerals, in their meal plans.</p>	<p>Formative: <i>MyPlate</i> Champion Certificate</p>	<p>Become a <i>MyPlate</i> Champion using the myplate website. https://www.myplate.gov/life-stages/kids</p>	<p>ELA: Create an infographic that explains the roles of major nutrients, such as proteins, fats, carbohydrates, vitamins, and minerals, in their meal plans.</p>	<p>Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>

			Science: Explain the percentages of macronutrients and micronutrients required by USDA.	
Read and interpret food labels to identify major nutrients and potential allergens in different food products.	Formative: Presentation Note Guide Worksheet	Bring favorite snack food unopened in the original package. Students will evaluate the food labels to determine the nutritional information provided and if the product is a good source of nutrition. Share findings with the class. During the presentations students may eat their snacks and complete a presentation note taking guide worksheet	ELA: Read and create a graphic organizer that interprets food labels to identify major nutrients and potential allergens in different food products. Math: Calculate the number of individual servings needed based on food service style (buffet, family-style, seated dinner, etc.). Social Studies: Compare and contrast US food labels to those in other countries.	Smartboard, computer, pen/pencil, worksheet
Practice portion control by reading nutrition labels and calculating nutrients per portion/ per container.	Formative: Teacher demonstration, class discussion, and student portion control videos	Demonstrate portion control using a kitchen scale and common snack foods. Ask students to say “stop” when they think an accurate portion has been measured onto the scale, then reveal the actual weight and suggested serving size of the food item.	ELA: Create an eating plan that focuses on portion control based on nutrition labels and calculating nutrients per portion/ per container. Science: Convert between kCal and cals from nutrition labels	Plate kitchen scale portion controlled food Whiteboard and markers Projector and screen for presentations Access to online resources for research

		<p>Class discussion on portion sizes, portion control, and nutrition,</p> <p>Create an educational video demonstrating appropriate portion control.</p>	<p>Social Studies: Gain insight into portion control guidelines in other cultures.</p>	
<p>Identify and demonstrate methods to prevent cross-contact with common allergens, such as peanuts, tree nuts, dairy, gluten, and shellfish.</p>	<p>Formative: Station rotations</p> <p>Summative: Food lab ServSafe Food Handler Certification online course</p>	<p>Participate and move through several station rotations, learning about common food allergens, signs of an allergic reaction. how to help a guest experiencing an allergic reaction, methods for preventing cross-contact, and maintaining a safe kitchen through education and monitoring.</p> <p>Prepare a dish for a specific food allergy, using ingredient substitutions and demonstrating safe kitchen and service practices to prevent cross-contact.</p>	<p>ELA: Create a quick reference guide that identifies and demonstrates methods to prevent cross-contact with common allergens, such as peanuts, tree nuts, dairy, gluten, and shellfish.</p> <p>Science: Discuss difference between airborne pathogens and food borne pathogens</p>	<p>Smartboard, computer, pen/pencil, worksheet, station signs (instructions),</p> <p>Food Lab; kitchen, equipment needed for recipe</p> <p>Helpful Links</p> <p>ServSafe https://www.servsafe.com/ServSafe-Food-Handler</p>
<p>Identify a variety of food service styles</p>	<p>Formative: Food Service Styles Displays</p>	<p>Create visual displays or presentations showcasing different styles of food service. They may use photographs, diagrams, or physical setups to demonstrate their understanding of table settings and service</p>	<p>ELA: Based on research, create a list of a variety of food service styles. ELA: Research and create an infographic to identify different food service styles that have developed in the last ten years.</p>	<p>Smartboard, computer, pen/pencil, poster board, dishes, place settings, etc.</p>

		etiquette.	<p>Social Studies: Compare the food service styles to those in other countries/</p> <p>Research the evolution of the food truck.</p>	
Define service etiquette and determine the appropriate etiquette for various styles of food service and settings.	<p>Formative: Role-play scenarios</p>	<p>Role-play scenarios in which they act as servers or hosts in a restaurant or formal dining setting.</p> <p>Practice greeting guests, taking orders, serving food and beverages, and demonstrating proper service etiquette, such as serving from the left and clearing from the right.</p> <p>Credential Opportunity: Food and Beverage-Skills for Success</p>	<p>ELA: Write an essay that defines service etiquette and determine the appropriate etiquette for various styles of food service and settings.</p> <p>ELA: Create a quick reference guide of the appropriate etiquette for various styles of food service and settings.</p> <p>Social Studies: Research etiquette guidelines in other countries.</p>	Smartboard, computer, pen/pencil, scenario worksheets, paper/notebook to take orders
Define a variety of cooking methods and compare their effect on foods' flavor, texture, and appearance.	<p>Summative: Lab Experiences</p>	Practice using multiple cooking methods to prepare selected dishes in which their dishes are evaluated based on taste, texture, presentation, and proper application of the assigned cooking techniques and self reflection.	<p>ELA: Write an essay that defines a variety of cooking methods.</p> <p>ELA: Create a graphic organizer that compares the effects of a variety of cooking methods on foods' flavor, texture, and appearance.</p> <p>Social Studies: Determine the most popular cooking methods</p>	<p>Recipe using multiple cooking methods</p> <p>kitchen</p> <p>cooking tools for recipe</p> <p>Whiteboard and markers</p> <p>Projector and screen for presentations</p> <p>Access to online resources for research</p>

			with different cuisines across the world.	
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Key Vocabulary

management, executive chef, sous chef, line cook, prep cook, dishwasher, pastry chef, server, hostess, busser, organoleptic evaluation, sensory attributes, appearance, flavor, texture, palatability, subjective evaluation, dietary reference intakes, nutrient requirements, carbohydrates, proteins, fats, vitamins, minerals, allergens, nutrition care process, dietary science, nutrition facts label, serving size, nutritional values, ingredients, percent daily value, nutrient content claims, organic, all natural, non-GMO/GMO, place setting, formal dining, casual dining, buffet service, plating, tableside service, silverware, glassware, dining etiquette, service etiquette, culinary techniques, cross contamination, mise en place, food safety, dry-heat cooking methods, moist-heat cooking methods, knife skills, seasoning, emulsions, leavening agents, baking, cooking times and temperatures, plating and presentation

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

Restaurant employee role-playing experience, visual display

CTSO Connection:

FCCLA Skills Demonstration Event: Knife Skills

Certification/Credential Connection:

Food and Beverage-Skills for Success
ServSafe Food Handlers Certification
ServSafe Managers Certification

Topic 5 Title: Travel and Tourism

Content Standards

15. Compare types of travel and tourism events and venues.

Examples: amusement parks, museums, sporting events, destination vacations, cruises, resorts, tours, attractions, theaters, reunions

16. Describe methods and procedures involved in planning various events, including class reunions, conventions, and weddings.

17. Explain how tourism boosts the revenue of a community and creates jobs through varied products for work and leisure travel.

Example: Compare the economic impacts of leisure travel and business travel.

18. Explain how sporting events, recreational venues, and attractions affect demand for lodging and food and beverage services.

Unpacked Learning Objectives

Students know:

- The types of travel and tourism events and venues.
- The pros and cons of varied travel and tourism events and venues for multiple stakeholders.
- The methods and procedures involved in planning various events, including class reunions, conventions, and weddings.
- How tourism boosts the revenue of a community and creates jobs through varied products for work and leisure travel.
- How sporting events, recreational venues, and attractions affect demand for lodging and food and beverage services.

Students are able to:

- Describe events in the tourism industry, including conferences, festivals, and other gatherings. This includes understanding the role of events in attracting leisure visitors as well as business travelers.
- Identify how sporting events, recreational venues, and attractions draw visitors to a destination, increasing the demand for lodging accommodations due to the influx of tourists.
- Identify different types of event venues, including traditional and non-traditional options. This includes knowledge of architectural spaces such as airplane hangars, warehouses, rooftops, as well as experiential venues such as aquariums, museums, and galleries.
- Identify different types of event venues, including traditional and non-traditional options. This includes knowledge of architectural spaces such as airplane hangars, warehouses, rooftops, as well as experiential venues such as aquariums, museums, and galleries.
- Understand event management principles and practices. This includes knowledge of event planning, coordination, and execution.
- Recognize methods and procedures of the event industry, including current trends, best practices, and legal and ethical considerations.
- Research event schedules, coordinate logistics, and manage basic event documentation.
- Analyze how tourism creates jobs across multiple sectors, including hospitality, food and beverage, retail, transportation, entertainment,

recreation, and cultural heritage, providing employment opportunities for local residents.

Students understand:

- Travel and tourism events and venues encompass a diverse range of experiences and destinations that cater to different interests, preferences, and demographics.
- Different types of travel events and venues appeal to distinct market segments, including families, solo travelers, couples, seniors, business professionals, adventure enthusiasts, foodies, and cultural enthusiasts, reflecting diverse preferences and motivations for travel.
- Understanding the characteristics and appeal of different travel events and venues enables travelers to make informed decisions, plan memorable experiences, and maximize enjoyment and satisfaction during their journeys.
- Incorporating creativity, flexibility, and attention to detail into event planning allows for customization, personalization, and memorable experiences that meet the unique needs and preferences of event participants.
- Evaluating the event's success through post-event feedback, surveys, and performance metrics enables organizers to identify strengths, areas for improvement, and lessons learned for future event planning endeavors.
- Tourism contributes to the revenue of a community by stimulating spending on various goods, services, and activities by visitors.
- Tourism diversifies the local economy by providing opportunities for seasonal and part-time employment, particularly in regions with distinct tourism seasons or attractions.
- Collaboration between event organizers, lodging providers, and food and beverage establishments facilitates strategic partnerships, marketing initiatives, and cross-promotional activities to maximize the economic impact of sporting events, recreational venues, and attractions on the hospitality industry.

Driving/Essential Question	How do different types of events and attractions contribute to the tourism industry, and what are the economic and logistical implications for communities hosting these events?
Exemplar High Quality Task	Write a letter to the city government from the perspective of a resident of the neighborhood, either promoting or discouraging the hospitality and tourism project and/or event, giving specific reasons for their stance. Discuss responses. Present arguments through a mock city council meeting, provide evidence, and critically evaluate the impact and value of travel and tourism events and venues from different perspectives.

Map of Student Learning by Learning Objective

Unpacked Learning Objective SWBAT	Potential Subtasks for Assessments Formative/Summative	Potential Learning Activities Link to Differentiation Examples	Integrated and Related Academic Content: ELA, Math, Science, and/or Social Studies Concepts and Activities	Equipment, Technology and Materials Equipment List by CTE Cluster Link to Helpful Tech Tools
Describe events in the tourism industry, including conferences, festivals, and other gatherings. This includes understanding the role of events in attracting leisure visitors as well as business travelers.	<p>Formative: Case study, class discussion, concerned citizen letters</p> <p>Summative: Mock city council meeting</p>	<p>Present a case study: a small city wants to build a stadium in a neighborhood that has experienced socio-economic hardship in recent years.</p> <p>Write a letter to the city government from the perspective of a resident of the neighborhood, either promoting or discouraging the hospitality and tourism project and/or event, giving specific reasons for their stance. Discuss responses.</p> <p>Engage in group discussions or debates in order to determine the pros and cons of different types of travel and tourism events and venues. Use scaffolded questions to</p>	<p>ELA: Research different types of travel and tourism events and venues, such as festivals, conferences, theme parks, museums, and historical sites, in an assigned city, area, region, or state, especially within the state of Alabama.</p> <p>Math: Calculate the number of lodging/food services needed to accommodate an estimated number of participants for a sporting event/activity.</p> <p>Science: Use excel to run statistical analysis of data</p> <p>Social Studies: Determine the process for declaring a site historical</p>	<p>Smartboard, computer, pen/pencil, case studies, paper for letters</p> <p>City council set up and/or debate</p>

		<p>spur critical thinking about the social, economic, infrastructure, and lifestyle impacts of large-scale tourism and events.</p> <p>Present arguments through a mock city council meeting, provide evidence, and critically evaluate the impact and value of travel and tourism events and venues from different perspectives.</p>	<p>and the protections it provides to these places.</p>	
<p>Identify how sporting events, recreational venues, and attractions draw visitors to a destination, increasing the demand for lodging accommodations due to the influx of tourists.</p>	<p>Formative: Guided reading and class discussion</p>	<p>Guided reading: present students with articles examining the impact of travel and tourism on communities (Examples: outdoor music festivals, cultural events such as Mardi Gras, major sporting events/ sports stadiums).</p> <p>Use a guided reading form to record the key points of the article and develop their thoughts on the arguments presented, Discuss responses.</p> <p>Participate in class discussion on how different events are marketed toward different audiences and how those target markets might have a</p>	<p>ELA: Create a graphic organizer that compares and analyzes the characteristics, target audience, economic impact, and cultural significance of various travel and tourism events and venues.</p> <p>Social Studies: Further investigate how these events have evolved. What were the earliest travel and tourism events? Research the historic vacation homes in the Great Smoky Mountains.</p>	<p>Smartboard, computer, pen/pencil, scenario worksheets, paper</p>

		different effect on the community in which the event takes place.		
Identify different types of event venues, including traditional and non-traditional options. This includes knowledge of architectural spaces such as airplane hangars, warehouses, rooftops, as well as experiential venues such as aquariums, museums, and galleries.	<p>Formative: article review, class discussion, proposal defense</p> <p>Summative: poster, digital presentation</p>	<p>Using the article provided, conduct a class discussion using scaffolded questioning on the benefits and risks of travel and tourism to communities, including economic impact, effects on crime and safety, increased traffic, and impact on resources.</p> <p>Based on the points made during the class discussion, students propose and defend a new attraction for their area (Example: a water park, music festival, or resort). Students present their proposal with a poster or digital presentation and address areas of concern throughout the presentation.</p>	<p>ELA: Conduct research and write an essay on the pros and cons of different types of travel and tourism events and tourism venues.</p> <p>ELA: Create a graphic organizer on the pros and cons of different types of travel and tourism events and tourism venues.</p> <p>Social Studies: The pros and cons include the economic impact.</p> <p>Research how travel affects the mental health of adults and children.</p>	<p>Pros and Cons Article https://pinatravels.org/pros-and-cons-of-tourism/</p> <p>poster and markers article review worksheet Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>
Understand event management principles and practices. This includes knowledge of event planning, coordination, and execution. Recognize methods and procedures of the event	<p>Formative: graphic organizer, planning proposal</p>	<p>Lecture and graphic organizer on the event planning process and the key components of any event plan (budget, theme, location, vendors/ staffing, transportation, timeline, advertising, safety, follow up).</p>	<p>ELA: Write a step-by-step guide that identifies each step of the event planning process, including establishing the vision, setting the budget, determining the theme, creating a planning timeline and day-of timeline,</p>	<p>event planning process graphic organizer Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>

<p>industry, including current trends, best practices, and legal and ethical considerations. Research event schedules, coordinate logistics, and manage basic event documentation.</p>		<p>Create a detailed event planning proposal or portfolio for a specific event (e.g., class reunion, convention, or wedding), outlining the methods and procedures involved in planning the event.</p>	<p>choosing the venue, setting food and beverage options, determining logistics, staffing the event, promoting the event, and follow-up.</p> <p>Social Studies: Research different event planning apps and rank them according to use, cost, and features.</p>	
<p>Analyze how tourism creates jobs across multiple sectors, including hospitality, food and beverage, retail, transportation, entertainment, recreation, and cultural heritage, providing employment opportunities for local residents.</p>	<p>Formative: industry visit, reflective journal</p>	<p>Visit local tourist attractions, hotels, restaurants, or other businesses related to tourism. Reflect on their experiences at local tourism businesses and attractions and make recommendations for improvements, marketing, and sales that would increase the number of visitors or the overall profitability of the area.</p>	<p>ELA: Create a journal entry as a local professional in the tourism industry that examines the role of tourism on local economies, both through the lens of sales revenue and job creation.</p> <p>Social Studies: Further examine how this impact has changed over time.</p>	<p>Reflection journal worksheet</p>
<p>Identify the sources of tourism revenue, including expenditures on accommodations, dining, shopping, entertainment, transportation, attractions, and other tourism-related businesses.</p>	<p>Formative: article review, class discussion, pricing spreadsheet</p>	<p>Guided reading of news articles and trade publications on the effects of special events on the lodging industry (Examples: college football season, music festivals, cultural events,</p>	<p>ELA: Research and write an analytical essay on the impact of sporting events, recreational venues, and attractions on the local lodging industry, considering factors such as occupancy rates, pricing</p>	<p>lodging industry article article review worksheet Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>

		<p>amusement parks, conventions.)</p> <p>Use internet resources to look at lodging price fluctuations around key events or seasons. Record room prices during significant events and compare them to prices during other seasons or in other similar locations. Discuss findings.</p>	<p>strategies, and customer preferences.</p> <p>Social Studies: Further examine how this impact has changed over time.</p>	
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Key Vocabulary:

sports tourism, recreation, attractions, event tourism, venue, hospitality, destination marketing, sustainable tourism, event planning, venue selection, catering, accommodations, budget and financial management, vendor management, sponsorships, marketing and promotion, risk management, contingency planning, event coordination, tourism industry, tourism destination, economic impact, revenue generation, sustainable tourism, culinary tourism, cultural/heritage tourism, recreation, hospitality industry, food and beverage, lodging, travel and tourism, meetings and events, recreational venues

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

Mock city council meeting, industry visit, job description creation

CTSO Connection:

FCCLA STAR Event: Hospitality, Tourism and Recreation
FCCLA STAR Event: Public Policy Advocate

Certification/Credential Connection:

Food and Beverage-Skills for Success
ServSafe Food Handlers Certification

Topic 6 Title: Customer Services

Content Standards

19. Demonstrate first aid procedures, including CPR and the Heimlich maneuver.
20. Describe service skills and procedures used in the hospitality and tourism industries, including welcoming and processing guests, overseeing customer comfort, and handling customer complaints.

Unpacked Learning Objectives

Students know:

- First aid procedures, including CPR and the Heimlich maneuver.
- The service skills and procedures used in the hospitality and tourism industries, including welcoming and processing guests, overseeing customer comfort, and handling customer complaints.

Students are able to:

- Identify first aid procedures for a variety of injuries and situations.
- Recognize the signs of choking and demonstrate the Heimlich maneuver on a mannequin or training device, applying abdominal thrusts to dislodge obstructions from the airway.
- Adapt first aid procedures to different scenarios and populations, such as performing CPR on infants, children, or pregnant individuals, as appropriate.
- Understand the importance of ongoing training, certification, and preparedness in first aid and emergency response to effectively respond to real-life situations and potentially save lives.
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- Understand and apply organizational planning principles in the context of hospitality and tourism operations.
- Recognize the importance of attention to detail and small details that may affect a guest's satisfaction.
- Demonstrate appropriate guest service skills and procedures.

Students understand:

- Immediate intervention through first aid procedures such as CPR and the Heimlich maneuver can be crucial in saving lives during emergency situations.
- Recognizing the signs of cardiac arrest and choking, as well as knowing when and how to perform CPR and the Heimlich maneuver, empowers individuals to take immediate action and potentially prevent further harm or fatalities.
- Proper technique, including hand placement, compression depth, and rate of compressions for CPR, and abdominal thrusts for the Heimlich maneuver, is critical for maximizing the effectiveness of these interventions and minimizing the risk of complications.

- Service skills in the hospitality and tourism industries encompass a range of interpersonal, communication, and problem-solving abilities aimed at providing exceptional customer experiences.
- Emphasizing a customer-centric approach, fostering a positive work culture, and empowering employees to take ownership of guest satisfaction contribute to a supportive and conducive environment for delivering high-quality service experiences in the hospitality and tourism industries.

Driving/Essential Question	How do proficiency in first aid techniques and mastery skills enhance safety and customer satisfaction in the hospitality and tourism sectors?
Exemplar High Quality Task	Participate in skill demonstrations, practice sessions, and assessments to demonstrate proficiency in the Heimlich maneuver and CPR techniques.

Map of Student Learning by Learning Objective

Unpacked Learning Objective SWBAT	Potential Subtasks for Assessments Formative/Summative	Potential Learning Activities Link to Differentiation Examples	Integrated and Related Academic Content: ELA, Math, Science, and/or Social Studies Concepts and Activities	Equipment, Technology and Materials Equipment List by CTE Cluster Link to Helpful Tech Tools
<p>Identify first aid procedures for a variety of injuries and situations.</p> <p>Recognize the signs of choking and demonstrate the Heimlich maneuver on a mannequin or training device, applying abdominal thrusts to dislodge obstructions from the airway.</p> <p>Adapt first aid procedures to different scenarios and populations, such as performing CPR on infants, children, or pregnant individuals, as appropriate.</p> <p>Understand the importance of ongoing training, certification, and preparedness in first aid and emergency response to effectively respond to real-life situations and</p>	<p>Formative: CPR Certification Course</p> <p>Summative: CPR Certification</p>	<p>Participate in skill demonstrations, practice sessions, and assessments to demonstrate proficiency in the Heimlich maneuver and CPR techniques.</p>	<p>ELA: Create a quick reference guide that describes first aid procedures for a variety of injuries and situations.</p> <p>ELA: With a partner or small group, create a video to demonstrate proficiency in the Heimlich maneuver and CPR techniques.</p> <p>Science: Review anatomy of Respiratory system and Cardiovascular systems. Edpuzzle</p> <p>Social Studies: Research the origins of first aid and CPR training.</p>	<p>Collaborate with Health Sciences Instructors at your school if available.</p> <p>Helpful Links https://cpr.heart.org/en/</p>

<p>potentially save lives.</p>				
<p>Understand and apply organizational planning principles in the context of hospitality and tourism operations. Recognize the importance of attention to detail and small details that may affect a guest's satisfaction. Demonstrate appropriate guest service skills and procedures.</p>	<p>Formative: Service skills demonstrations Summative: AHLEI Guest Service Gold Certification</p>	<p>Demonstrate guest service skills through practical applications, such as role-play, case studies, or internships/ work-based learning experiences with the AHLEI Guest Service Gold course and certification.</p> <p>Credential Opportunity: AHLEI Guest Service Gold</p>	<p>ELA: Create a quick reference guide that describes the skills used in welcoming guests, processing guests, responding to complaints and requests, and ensuring guests' satisfaction.</p>	<p>AHLEI Guest Service Gold Curriculum Whiteboard and markers Projector and screen for presentations Access to online resources for research</p>

Key Vocabulary

CPR (Cardiopulmonary Resuscitation), heimlich maneuver, first aid, abdominal thrusts, rescue breaths, compression, AED (Automated External Defibrillator), emergency procedures. industry certifications. hospitality skills, service marketing, data security

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

CPR training, Service Skills demonstration

CTSO Connection:

FCCLA STAR Event: Hospitality, Tourism and Recreation

Certification/Credential Connection:

CPR Certification
Guest Service Gold Certification