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| **TEXAS CTE LESSON PLAN**  [www.txcte.org](http://www.txcte.org) | |
| **Lesson Identification and TEKS Addressed** | |
| **Career Cluster** | Hospitality and Tourism |
| **Course Name** | Practicum in Hospitality Services |
| **Lesson/Unit Title** | Skills for Success in the Workplace |
| **TEKS Student Expectations** | **130.278. (c) Knowledge and Skills**  (1) The student demonstrates professional standards/employability skills as required by business and industry. The student is expected to:  (B) Explain and recognize the value of collaboration within the workplace  (D) Identify work ethics and professionalism in a job setting  (9) The student will implement appropriate strategies and practices for optimizing the development of preschool children, including those with special needs. The student is expected to:  (D) Exhibit employability skills such as communication, problem solving, leadership, teamwork, ethics, and technical skills |
| **Basic Direct Teach Lesson**  (Includes Special Education Modifications/Accommodations and  one English Language Proficiency Standards (ELPS) Strategy) | |
| **Instructional Objectives** | **Students will:**   * Interpret, organize, analyze, and evaluate his/her rotation assignment * Develop skills for success in the workplace * Apply work ethics, employer expectations, interaction with diverse populations, and communication skills * Complete weekly rotation log |
| **Rationale** | Most jobs require completion of some type of paperwork.  A weekly rotation log is a type of journal that encourages you (the student intern) to be in control of your learning during on-the-job training and promotes critical thinking through writing.  You will make entries into a weekly rotation log to identify:   * Your knowledge of skills * Activities learned * Expectations from your mentor/supervisor * New skills learned * Work related goals * Applied skills and activities learned on the job   A weekly rotation log is meant to capture your thoughts, ideas, and goals and to assess what you know. You are free to express what you honestly think. |
| **Duration of Lesson** | Two 45-minute class periods |
| **Word Wall/Key Vocabulary**  *(ELPS c1a, c, f; c2b; c3a, b, d; c4c; c5b) PDAS II (5)* | **Ability:** The knowledge and power to perform a task; often involves learning a skill or a set of skills  **Adaptability:** The ability to make changes to match new situations  **Aptitude:** A natural talent or natural ability to do something  **Attitude:** The way you look at the world and the way you respond to things that happen  **Compliance:** The following of rules and policies  **Cooperation:** The willingness to do what it takes to get the job done  **Critical moment:** Time when the customer’s experience makes a bigger impact on customer satisfaction than at other times  **Ethics:** A system of moral rules that help people decide right from wrong  **Etiquette:** Proper behavior in social situations; also called manners  **Good work ethic:** An attitude that combines hard work, good performance, and dependable results  **Initiative:** The ability to get a job done on your own, without someone constantly reminding you  **Internship:** Supervised, on-the-job training that students do before they actually go out to work in an industry  **Interpersonal skills:** The ability to interact smoothly and productively with other people  **Negligence:** Behaviors such as carelessness, laziness, ignoring the rules, and improper use of equipment  **Role:** A set of responsibilities and expectations that go with an aspect of your life  **Self-motivation:** The inner urge to achieve your goals; includes a sense of enthusiasm about your work and your company |
| **Materials/Specialized Equipment Needed** | **Equipment:**   * Computer with projector for PowerPoint presentation   **Supplies:**   * Pen/pencil * Weekly Rotation Log templates * Copies of handouts   **PowerPoint:**   * Skills for Success in the Workplace   **YouTube:**   * Interns – Employers’ Perspectives  Uploaded by UCICareerCenter on Aug 31, 2007  Learn from the employers how to have a successful internship.<http://youtu.be/stfahKo850I>   **Handouts:**   * This lesson plan includes seven weekly rotation log templates. The Weekly Intern Rotation Log Template is for guided practice in introducing the rotation log assignment. The other six templates are for rotation purposes. |
| **Anticipatory Set**  (May include pre-assessment for prior knowledge) | Announce to students: We are going to play the “Name Game.”   * Have interns form a circle. * Each intern will select an adjective that begins with the same letter as his or her name. * Each intern must say his or her name and repeat the names that came before (“I am Laughing Lucy and to my left are Marvelous Mark, Dancing Darla,” etc.)   Students will discover how easy it is to remember the adjectives by associating them with the student names. |
| **Direct Instruction \*** | Learning each other’s names by playing the “name game” was rather easy, but what strategies can we use to remember what we have learned from our hospitality internship and mentors during the school year? Brainstorm and discuss.  To get the most out of your hospitality internship, you will be required to write about your tasks, you’re learning experiences, and any questions you may have. This is called reflective writing.  All interns will be required to complete a weekly rotation log. Depending on teacher preference, logs may be submitted and stored electronically.  Introduce PowerPoint, Skills for Success in the Workplace. Allow for discussion and questions regarding internship guidelines and expectations.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * working with a peer tutor * reducing assignment completion * repeating Instructions * continuously check for understanding * allowing extended time for writing assignments |
| **Guided Practice \*** | Review the rotation log rubric with interns. Each log will be evaluated in five categories:   * Quality of Reflections * Directions * Completeness * Neatness * Proper Heading   Rotation logs will be due every Monday morning.  Note to Teacher:  You can decide whether to accept handwritten, printed paper copies, or electronically submitted logs.  There is a total of seven templates. Rotating the templates weekly will discourage routine answers from student interns.  Use the Weekly Intern Rotation Log Template for this guided practice activity. Guide students as they complete their first rotation log.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * working with a peer tutor * reducing assignment completion * repeating instructions * checking for understanding * allowing extended time for writing assignments |
| **Independent Practice/Laboratory Experience/Differentiated Activities \*** | Student Interns are responsible for completing a weekly rotation log for assessment.  Suggestion: Repeat this lesson every six/nine week or at the beginning of each new grading period for increased understanding of writing skills expectations.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * working with a peer tutor * reducing assignment completion * repeating Instructions * checking for understanding * allowing extended time for writing assignments |
| **Lesson Closure** | Review terms, definitions, and objectives.   * Ask students to volunteer to orally present their rotation logs to the class and/or partner peer review. |
| **Summative/End of Lesson Assessment \*** | The rubric, Rubric for Weekly Intern Rotation Log will serve as the assessment tool.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * working with a peer tutor * reducing assignment completion * allowing extended time for writing assignments |
| **References/Resources/**  **Teacher Preparation** | Reynolds, Johnny Sue. *Hospitality Services Food & Lodging.* Second. Tinley Park: The Goodheart-Willcox Company, Inc., 2010. Print. |
| **Additional Required Components** | |
| **English Language Proficiency Standards (ELPS) Strategies** | * Word Wall * Allow extra processing time * Model and provide practice * Peer collaboration |
| **College and Career Readiness Connection[[1]](#footnote-1)** |  |
| **Recommended Strategies** | |
| **Reading Strategies** | Instruct students to read an article and write a half page summary. Stress the importance of utilizing peer editing prior to submitting summary.  **Articles:**   * Arthur Frommer’s Budget Travel Offers travel guides, travel tips and advice on trip planning, restaurant recommendations, etc.<http://www.budgettravel.com> * Hospitality, Hotel, and Travel News Updated daily to provide global coverage of industry related features.<http://www.4hoteliers.com>   Hospitality Net Tools and support to successfully manage your hospitality business.<http://www.hospitalitynet.org> |
| **Quotes** | The quality of a person’s life is in direct proportion to their commitment to excellence, regardless of their chosen field of endeavor. **-Vince Lombardi, American Football Coach**  Wisdom is not a product of schooling but of the life-long attempt to acquire it.  **-Albert Einstein, German Born Physicist**  Every job is a self-portrait of the person who did it. Autograph your work with excellence! **-Author Unknown**  It’s a funny thing about life; if you refuse to accept anything but the very best, you very often get it. **-W. Somerset Maugham, English Playwright, Novelist & Short Story Writer** |
| **Writing Strategies**  **Journal Entries + 1 Additional Writing Strategy** | **Journal Entries:**   * Today I was very successful because . . . * Today I was ineffective because . . . * I need help with \_\_\_\_\_\_\_\_\_\_, so tomorrow, I will . . . * I am proud of myself today because I . . . * Today, I changed the way I \_\_\_\_\_\_\_\_\_\_\_\_ because . . . * One thing I learned this week in my rotation is . . .   **Writing Strategy:**  This lesson is regarding weekly journal entries. Please refer to the handout templates.  An alternate writing strategy would be a peer review. Students share their answers with a partner. Student feedback would include one positive comment (What they have done well) and one suggested comment (How they can improve?). |
| **Communication**  **90 Second Speech Topics** | * My greatest accomplishment in my rotation this week is. . . * My area of improvement for next week is . . . |
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| **Enrichment Activity**  (e.g., homework assignment) | Submit Weekly Rotation Logs electronically and/or create new questions. |
| **Family/Community Connection** | Student interns complete a weekly rotation log by asking the career related questions of a working adult (parent, grandparents, teacher and/or work mentor). |
| **CTSO connection(s)** | **Family, Career and Community Leaders of America (FCCLA)**  <http://texasfccla.org>   * Leadership: An individual event, recognizes participants who actively evaluate and grow in their leadership potential. Participants use the Student Leadership Challenge and supporting materials, to investigate their leadership ability and develop a mentorship relationship to further their leadership development. |
| **Service Learning Projects** | Successful service learning project ideas originate from student concerns and needs. Allow students to brainstorm about service projects pertaining to lesson. For additional information on service learning see<http://www.servicelearningtexas.org>  Example:  Work with local elementary school and implement a hospitality career day for younger students. |

1. Visit the Texas College and Career Readiness Standards at <http://www.thecb.state.tx.us/collegereadiness/CRS.pdf>, Texas Higher Education Coordinating Board (THECB), 2009. [↑](#footnote-ref-1)