

Hospitality and Tourism Management 1: Syllabus

Teacher: Mrs. Fisher

Email: fisherr@cocke.k12.tn.us

Room: V-120

Welcome to the World of Hospitality! 🙌

Get ready to dive into the exciting, fast-paced world of hotels, restaurants, event planning, and travel! This course will give you the foundational knowledge you need to kickstart a career in one of the largest industries on the planet. We'll explore everything from customer service and marketing to the economic impact of tourism and global trends. By the end of this semester, you'll be speaking the language of hospitality like a pro!

TN CTE Standards 📖

This course is aligned with the Tennessee CTE standards for Hospitality, Tourism, and Recreation I. We will cover the following key standards:

- **1. Trends in Hospitality and Tourism:** Research and discuss significant milestones and trends that have shaped the industry, from past to present and into the future.
- **2. Hospitality Segments and Career Exploration:** Identify and explore different segments of the hospitality industry (e.g., lodging, food and beverage, travel) and the career opportunities within them.
- **3. Social Responsibility and Ethics:** Analyze the role of social responsibility, ethical business practices, and cultural diversity in the hospitality and tourism industry.
- **4. Business Concepts and Operations:** Investigate fundamental business concepts like profit, supply and demand, and the basics of business operations.
- **5. Role of Marketing in Hospitality and Tourism:** Learn about the seven functions of marketing and apply them to the hospitality and tourism sector, including conducting a SWOT analysis.
- **6. Customer Services and Professionalism:** Develop key management skills and professionalism required in the workplace, with a strong focus on excellent customer service.

Class Materials: Your Toolkit for Success

To rock this course, you'll need:

- **Dedicated Notebook/Binder:** For notes, handouts, and reflections.
- **Pen/Pencil:** For daily notes, brainstorming, and quick activities.
- **Chromebook/Laptop:** For research, digital assignments, and portfolio creation. Make sure it's charged! 📱
- **A Positive Attitude:** This industry is all about teamwork and a great mindset!
- **Curiosity:** Be ready to ask questions and explore new ideas. 🤔

Class Expectations: Let's Make Learning Awesome!

We're building a supportive and dynamic learning community. Here's how we'll thrive together:

- **Be Present & Engaged:** Arrive on time, ready to participate in discussions, activities, and group work. Your voice matters!
- **Respect & Empathy:** Treat your classmates, your teacher, and yourself with respect. We're here to learn from each other's perspectives.
- **Active Listening:** Pay attention when others are speaking. Good educators are great listeners!
- **Take Initiative:** Be proactive in your learning. Ask for help when you need it, and offer help when you can.
- **Digital Citizenship:** Use technology responsibly and ethically. Your online presence reflects your professionalism.
- **Professionalism:** Even as students, we'll practice professional behaviors, especially during interviews and when discussing sensitive topics.
- **Be a Team Player:** Hospitality is a collaborative field. We will work in groups often, so bring your A-game.
- **Be a Problem Solver:** The industry is full of unexpected challenges. We'll practice thinking on our feet to find creative solutions.
- **Your Phone:** Keep your phone put away and turned off.

Grading & Assessment: How You'll Shine

Your grade will reflect your understanding of the course standards and your active participation. Components will include:

- **Daily Assignments/Activities:** In-class work, quick checks, and participation points.
- **Projects & Presentations:** Research projects, presentations on educational topics, and collaborative assignments.
- **Quizzes & Tests:** To assess your knowledge of key concepts and theories.
- **Informational Interviews:** Documented interviews with educators.
- **Professional Portfolio:** Your ongoing digital portfolio will be a major component.
- **Participation:** Your engagement in discussions, group work, and classroom activities.

Career & Technical Student Organization (CTSO) Participation: This is a key part of our class! Your participation in FCCLA will build your leadership and career skills.

Late Work Policy: Stay on Track!

We understand life happens! However, meeting deadlines is a crucial professional skill.

- **Late submissions** will be accepted with a penalty (e.g., 10% deduction per day late) for a maximum of 10 calendar days after the original due date. This policy helps you build essential professional habits for future careers!
- **Communicate!** If you anticipate a challenge, please talk to me *before* the deadline. We can work something out!

Academic Integrity: Be Your Best Self

Honesty and integrity are non-negotiable. All work submitted must be your own. Plagiarism, cheating, or any form of academic dishonesty will result in a zero for the assignment and disciplinary action as per school policy. When in doubt, cite your

sources!

Communication: Let's Stay Connected

- **Email:** The best way to reach me is via email at fisherr@cocke.k12.tn.us. I'll do my best to respond within 24-48 hours.
- **Remind/Google Classroom:** I'll post important updates, assignments, and reminders here. Make sure you're connected!
- **Office Hours:** I'm available for questions and support before school from 8:00-8:15a.m. and after school by appointment.

Classroom Safety & Environment

Our classroom is a safe space for learning and exploration. Please follow all school safety guidelines. We will also discuss ethical considerations and professional boundaries relevant to the education field throughout the course.