



CAREER AND TECHNICAL EDUCATION

HOSPITALITY AND HUMAN SERVICES

CTE COURSE SYLLABUS

Service Level Program





HOSPITALITY AND HUMAN SERVICES

- Course Description:** Career exploration program designed to introduce students to various CTE programs and corresponding careers available to them, while emphasizing the development of soft skills and the world of work.
- Prerequisites:** The program is open to students in grades 11 and 12
- 1 Year/2 Years:** 2 Years
- Location:** F. Donald Myers Education Center and Southern Adirondack Education Center
- Course Objective:** The Hospitality and Human Services - Service Level Program is designed to explore career clusters within the hospitality and human services field, as a vehicle to engage, interest, and prepare students for success at work, school, and in the community. We use these CTE trade areas as a vehicle to deliver work-readiness credentials and engage students in planning a career path.

- Course Topic Outline:** Topics include, but are not limited to:
- Preparing for a successful career with a focus on career exploration, education and training
 - The importance of service with a focus on customer satisfaction and affective communication
 - Problem solving and critical thinking skills with a focus on making effective decisions, developing creative and alternate solutions, resolving conflicts and stress management techniques
 - Technology applications with a focus on technology tools specific to the hospitality and human services career clusters
 - Safety and health concepts
 - Leadership and teamwork concepts
 - English language arts and math

Modules include:

Caretaking

- Professional behavior in the workplace
- Interpersonal skills and human behavior
- Growth and development
- Health and illness
- Nutrition and health promotion
- Safety
- Preventing infection
- Personal hygiene
- Grooming
- Basic emergency care
- Middle childhood
- Understanding elder care
- Basic caregiving skills

Hospitality

- Food service, hospitality, retail and lodging
- Hospitality orientation
- Guest service
- Professionalism
- Safety and security
- Rooms division
- Front desk representative
- Reservations
- Bell services attendant
- Guestroom attendant
- Maintenance worker
- Laundry attendant
- Public space cleaner
- Food and beverage division
- Restaurant server
- Banquet setup employee or banquet server
- Buseperson
- Preparing and serving safe food
- Nutrition
- Purchasing and inventory control
- Kitchen basics and the commercial kitchen
- Baking basics

The future of career success starts here.

Student Course Requirements:	None
Textbooks/ Materials Resources:	Entering the World of Work, Lodging Management Program, Culinary Essentials, ServSafe Starters, and First Impressions
Assessments/ Technical Assessments:	Students will be assessed on all of the following: Teacher observations of student's behavior (cooperation, motivation, self control, initiative, work aptitude, dependability), observed demonstrations of projects (hands-on technical assessments), in-class written assignments, midterm and final written exams.
Grading System:	Tests 20% In-Class Assignments 20% Projects 40% Quizzes 15% Homework 5%
Attendance & Class Participation:	The WSWHE BOCES has an attendance policy that requires students to miss no more than 18 days across the school year. For those times when it is necessary to be absent, a written note from the parent/guardian will be expected the next class day. More specifically, students are expected to participate fully in the classroom and laboratory. Good attendance is mandatory for a student to be successful in the Hospitality and Human Services-Service Level Program.
Activities/Labs/ Projects/Clinics :	Students will participate and complete the following: <ul style="list-style-type: none">• Nutritional meal planning• Stewarding• Food receiving• Quality control• Food preparation• Inventory/control of goods• Banquet/Catering set-up and break down• Guest room maintenance• Housekeeping• Laundry attendant• Retail services• Team building• Maintenance• Mock interviews• Portfolio development
Student Provided Material List:	All materials for student use are provided by the school and WSWHE BOCES Multimedia Services
Industry Certification:	Students will complete a ServSafe Starter Certification
Articulation Agreements:	None
ELA/Math/Career & Financial Management Credit Integrated Academic Overview:	ELA, Math and Career & Financial Management are integrated into the classroom by the instructors. Credit is not earned.

National Technical Honor Society Nomination Requirements: N/A

Student Affiliated Organization: › SkillsUSA

WBL Experiences/ Requirements: Students participate in work-related experiences within the Myers/SAEC campuses as well as in the community.

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