

Hotel TEACH Curriculum Unit List

Unit 1: Identifying your learning goals

- Lesson 1: Introducing yourself
- Lesson 2: Career Counseling- Identifying barriers and strengths
- Lesson 3A: What you know and what you need to learn
- Lesson 3B: Strategies for learning outside of class
- Lesson 4A: Daily work routines
- Lesson 4B: Describing what you do on the job
- Lesson 5: The worker role map

Unit 2: Greeting and welcoming guests

- Lesson 1: Career Counseling- Confidence building and self presentation
- Lesson 2: Service Basics- Elements of customer service
- Lesson 3: Greeting guests and coworkers
- Lesson 4A: Small Talk- Chatting while waiting for an elevator or an appointment
- Lesson 4B: Tag Questions
- Lesson 5: Opening and closing conversations

Unit 3: Communicating with guests

- Lesson 1: Career Counseling- Elements of listening actively
- Lesson 2: Elements of good communication
- Lesson 3: Getting to know your hotel
- Lesson 4A: Directing guests around the hotel 1
- Lesson 4B: Directing guests around the hotel 2
- Lesson 4C: Directing guests around the hotel 3

Unit 4: Explaining hotel services to guests and providing information

- Lesson 1: Career Counseling- Keeping a professional demeanor
- Lesson 2: Hotel regulations and policy
- Lesson 3: Customer service on the telephone
- Lesson 4: Collecting and clarifying information over the phone

Unit 5: Understanding and resolving guest problems

- Lesson 1: Career Counseling- Listening with empathy
- Lesson 2: Understanding and resolving guest problems
- Lesson 3: Apologizing and acknowledging a problem
- Lesson 4: Expressing solutions and offers
- Lesson 5: Listening to and resolving guest problems over the phone

Unit 6: Working as part of a team

- Lesson 1: Career Counseling- Working as part of a team
- Lesson 2: Reporting completed or unfinished tasks

Lesson 3: Reporting a problem and its resolution
Lesson 4: Reporting conversations

Unit 7: Understanding workplace expectations

Lesson 1A: The language for taking initiative
Lesson 1B: Career Counseling- Taking initiative
Lesson 2: Requesting help
Lesson 3: Career Counseling: Criticism and defensiveness
Lesson 4: Exceeding expectations

Unit 8: Career advancement and getting ready for the interview

Lesson 1: Career advancement
Lesson 2A: Resumes part 1
Lesson 2B: Resumes part 2
Lesson 3: Filling out an online application
Lesson 4: Learning a new skill