

HTT A105: PASSPORT TO SUCCESS

Item	Value
Curriculum Committee Approval Date	03/13/2019
Top Code	130700 - Hospitality
Units	3 Total Units
Hours	99 Total Hours (Lecture Hours 36; Lab Hours 63)
Total Outside of Class Hours	0
Course Credit Status	Credit: Degree Applicable (D)
Material Fee	No
Basic Skills	Not Basic Skills (N)
Repeatable	No
Open Entry/Open Exit	No
Grading Policy	Standard Letter (S), • Pass/No Pass (B)

Course Description

This course presents students with service learning opportunities where they practice the conceptual theories of their course work. Students develop public contact and service skills as they host campus, community, civic, and travel related events. Students improve their social, professional demeanor and critical thinking skills considered essential in the airline, hotel, travel and tourism industries. Transfer Credit: CSU.

Course Level Student Learning Outcome(s)

1. Demonstrate communication, social and service skills, while presenting a professional demeanor at events.

Course Objectives

- 1. Demonstrate knowledge of the clients, products and services that are being represented.
- 2. Demonstrate communication skills to include both speech and body language.
- 3. Demonstrate self confidence and the ability to deal with all types of people in various situations.
- 4. Apply basic principles of management to include recruiting, training and supervision.
- 5. Apply knowledge of good customer relations.
- 6. Demonstrate knowledge of the corporate environment as it relates to specific businesses.
- 7. Demonstrate skills needed to supervise groups of volunteers in the industry and the community.
- 8. Apply principles of appearance standards, grooming and uniform requirements in a businesslike and professional manner to meet standards required by this course and industry demands.

Lecture Content

Use of Procedures Manual, program requirements Credit for Class Grading Class Dismissal Regulations contract Training Checklist Training program entry checklist Training schedule Student/Staff

Responsibilities Event selection and sign up Working event procedures Titles, job descriptions, and responsibilities for all positions Manager Event Coordinator Scheduler/Bookkeeper Controller Supervisors Team Leaders On-site Training Robert Moore Nautical Museum Carpenter Center John Wayne Airport Delta Airlines John Wayne Art Gallery Orange Coast College Costa Mesa Youth Employment Services Other, non profit organizations Special Events Uniform, appearance, and personal grooming standards Emergency Training and self-defense Basic customer service skills Utilization of Forms Food Handling and Service Sanitation Safety tips Table setting Banquet and Special Events Hosting Crowd control and handling problems

Lab Content

Use of Procedures Manual, program requirements Credit for Class Grading Class Dismissal Regulations contract Training Checklist Training program entry checklist Training schedule Student/Staff Responsibilities Event selection and sign up Working event procedures Titles, job descriptions, and responsibilities for all positions Manager Event Coordinator Scheduler/Bookkeeper Controller Supervisors Team Leaders On-site Training Robert Moore Nautical Museum Carpenter Center John Wayne Airport Delta Airlines John Wayne Art Gallery Orange Coast College Costa Mesa Youth Employment Services Other, non profit organizations Special Events Uniform, appearance, and personal grooming standards Emergency Training and self-defense Basic customer service skills Utilization of Forms Food Handling and Service Sanitation Safety tips Table setting Banquet and Special Events Hosting Crowd control and handling problems

Method(s) of Instruction

- Lecture (02)
- DE Online Lecture (02X)
- Lab (04)
- DE Online Lab (04X)

Instructional Techniques

Lecture, handouts, group participation, oral presentations, video, projects, computers, lab simulations and field trips.

Reading Assignments

Students are expected to engage in a minimum of six hours in out-of-class activities to enhance their learning, weekly. This can include, one or more of the following: Read assigned modules prior to class arrival. Read posted hospitality articles in Blackboard. Read posted discussion topic, research and participate in the argument. Research journal topics.

Writing Assignments

Students are expected to engage in a minimum of six hours in out-of-class activities to enhance their learning, weekly. This can include, one or more of the following: Problem solving exercises will include written comprehensive responses. Cognitive responses to classroom lecture/demonstration/online discussion will be required. Proficiency demonstrations of applied skills demonstrating evaluation and critique techniques. Journal of observations and experiences. Present a professional portfolio journaling learning outcomes.

Out-of-class Assignments

Students are expected to engage in a minimum of six hours in out-of-class activities to enhance their learning, weekly. This can include, one or more of the following: All quizzes and examinations will be at least 75% comprehensive responses. Weekly problem solving exercises will include written and oral comprehensive responses. Cognitive responses

to classroom lecture and demonstration will be required. Proficiency demonstration of applied skills demonstrating evaluation and critiques techniques. Maps - location on blank maps of countries, major cities, country and water borders, flags, other material deemed pertinent for specified areas.

Demonstration of Critical Thinking

Initial writing assignments will include a short essay to assess general country knowledge. Access and develop travel plans based on industry knowledge, including and all courses taken at OCC or other public or private institution relating to the travel industry. Interactive computer demonstration of Power Point presentation skills. Examinations consisting of fill-in, multiple choice and short essay. Worksheets completed from information in the text, computer software, lectures and video presentations. Participation in role playing, class discussion and other interactive classroom work.

Required Writing, Problem Solving, Skills Demonstration

Initial writing assignments will include a short essay to assess general country knowledge Worksheets completed from information in the text, computer software, lectures and video presentations

Eligible Disciplines

Flight attendant training: Any bachelor's degree and two years of professional experience, or any associate degree and six years of professional experience. Hotel and motel services: Any bachelor's degree and two years of professional experience, or any associate degree and six years of professional experience. Travel services (dispatching): Any bachelor's degree and two years of professional experience, or any associate degree and six years of professional experience.

Other Resources

1. Instructor handouts