

# SPED C086N: GUEST SERVICES BASICS

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| Item                               | Value   |
|------------------------------------|---|
| Curriculum Committee Approval Date | 03/15/2019                                      |
| Top Code                           | 309900 - Other Commercial Services              |
| Units                              | 0 Total Units                                   |
| Hours                              | 40 Total Hours (Lecture Hours 16; Lab Hours 24) |
| Total Outside of Class Hours       | 0   |
| Course Credit Status               | Noncredit (N)                                   |
| Material Fee                       | No  |
| Basic Skills                       | Basic Skills (B)                                |
| Repeatable                         | Yes; Repeat Limit 99                            |
| Open Entry/Open Exit               | No  |
| Grading Policy                     | P/NP/SP Non-Credit (D)                          |

## Course Description

This is an introductory course designed to familiarize students with basic assessments, skill knowledge, and techniques typical of entry-level Guest Services professions. Integrated field experience includes an exploratory survey of common hands-on and mechanized job tools and duties required for START Guestroom Attendant Certification. Noncredit. NOT DEGREE APPLICABLE. Not Transferable.

## Course Level Student Learning Outcome(s)

1. Successfully recall knowledge of basic Standard Operating Procedures (SOP), tools, and techniques useful for application in work settings or personal best practices.
2. Safely and successfully utilize basic SOP (Standard Operating Procedures,) associated tools, and appropriate techniques to complete basic guest services projects.

## Course Objectives

- 1. Identify and differentiate among basic room attendant tools found on a cleaning trolley.
- 2. Follow 3-5 sequential verbal steps to complete basic service skills.
- 3. Complete a basic housekeeping task within the allocated time.
- 4. Safely employ appropriate techniques to utilize industry-specific cleaning supplies.
- 5. Complete an out-of-class project based on learned guest services skills.
- 6. Upon completion of skills tasks, appropriately restock supplies on cleaning trolley.

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## Lecture Content

Safety Orientation to Guest Services Tool Identification Basic Tool Skills Basic Customer Relations Skills START (Skills, Tasks and Results Training) Certified Guestroom Attendant Community Stewardship

## Lab Content

Safety Personal Safety Vocational Safety Tool Safety Site Safety Orientation to Guest Services (Who)The Chain of Command (What) Basic Responsibilities to Expect (Where) Basic Locations that provide Guest Services (Why) Basic Guest Needs Basic Tools and Skills Cleaning Guestroom/Bathroom Replenishing Supplies Basic Customer Skills Greeting Guests Escorting Guests Guest Complaints Answering Internal/ External Calls Caring for VIPs START Basic Skills training for Certified Guestroom Attendant Community Stewardship

## Method(s) of Instruction

- Enhanced NC Lect (NC1)
- Enhanced NC Lab (NC2)
- Live Online Enhanced NC Lect (NC9)
- Live Online Enhanced NC Lab (NCA)

## Instructional Techniques

Lecture and discussion of important concepts. Discussion of related current issues of interest. Out-of-class assignments including hands-on problem-solving and independent responsibilities. Peer support and evaluation.

## Out-of-class Assignments

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## Demonstration of Critical Thinking

Direct observation of standard practices.

## Required Writing, Problem Solving, Skills Demonstration

Successful completion of a student guest service skills project.

## Other Resources

1. Coastline Library