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