

# SPED C087N: GUEST SERVICES VOCATIONS

| Item                               | Value   |
|------------------------------------|---|
| Curriculum Committee Approval Date | 03/15/2019                                      |
| Top Code                           | 130700 - Hospitality                            |
| 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                       | Not Basic Skills (N)                            |
| Repeatable                         | Yes; Repeat Limit 99                            |
| Grading Policy                     | P/NP/SP Non-Credit (D)                          |

## Course Description

This course is designed to develop knowledge of guest services vocational options and required skills. Integrated field experience includes hands-on training in the basic vocational skills and responsibilities required for working as a server, food runner, lobby or bell attendant, and intermediate housekeeper in a hotel or resort setting. Noncredit. NOT DEGREE APPLICABLE. Not Transferable.

## Course Level Student Learning Outcome(s)

1. Successfully assess a service area, recall relevant Standard Operating Procedures (SOP), and determine an appropriate action plan, including tools, techniques, and allotted time for implementing services.
2. Safely and successfully utilize Standard Operating Procedures (SOP) tools and techniques to complete standard guest services in a commercial setting.

## Course Objectives

- 1. Pair job-specific tools, SOP, and customer-care techniques by guest services profession.
- 2. Using the correct sequence, independently accomplish a task using the SOP of a chosen basic guest services vocation: Housekeeper, Server/Food Runner, Lobby Attendant/Bell Person/Usher, or Security Employee.
- 3. Determine the time required to complete a specific guest services task and implement the project within the timeline.
- 4. Use best practices to safely utilize industry-specific hand and mechanized tools.
- 5. Utilize guest services skills during leisure-time and volunteer opportunities.
- 6. Set up and maintain Housekeeping Trolley before and after the completion of a task.

## Lab Content

Safety Introduction to Guest Services Professions Housekeeping (Review from Guest Services Basics) Job Requirements Tool Identification and Use SOP Customer Care Techniques Server/Food Runner Job Requirements Tool Identification and Use SOP Customer Care Techniques Lobby Attendant/Bell Person/Usher Job Requirements Tool Identification and Use SOP Customer Care Techniques Security Job Requirements Tool Identification and Use SOP Community Stewardship Ideas Contacts

## 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

1. Lecture and discussion of important concepts. 2. Discussion of related current issues of interest. 3. Out-of-class assignments including hands-on problem-solving and independent responsibilities. 4. Peer support and evaluation.

## Out-of-class Assignments

None.

## Demonstration of Critical Thinking

Direct observation of standard practices.

## Required Writing, Problem Solving, Skills Demonstration

Successful completion of a student guest services project.

## Other Resources

1. Coastline Library

## Lecture Content

Safety Introduction to Guest Services Professions Housekeeping Server/Food Runner Lobby Attendant/Bell Person/Usher Security Community Stewardship