

**47. Hospitality and Tourism Cluster - Hotel and Lodging Careers (4 hours)**

**Purpose/Abstract:** To introduce students to entry-level hotel and lodging careers. .

**NCCCS Adult Education Standards:** R.3.2.4, W.5.2.6, S.1.2.4, M.2.2.7

**Learning Objective:**  
*By the end of the session, students will be able to:*

- Recognize and describe the roles of concierges, baggage porters and bellhops, and hotel, motel, and resort desk clerks within the hospitality industry.
- Demonstrate an understanding of the importance of effective communication, teamwork, and professionalism in various hotel and lodging careers, and explain how these skills contribute to a positive guest experience.
- Conduct short research projects to build knowledge about specific roles in the hotel and lodging industry

<b>Soft Skills</b>	communication teamwork, professionalism	<b>Resources</b>	<a href="#">Skills to Pay the Bills</a> (STPTB) (for instructor reference to define each soft skill category)  <a href="#">39-6011.00 - Baggage Porters and Bellhops</a> <a href="#">39-6012.00 - Concierges</a> <a href="#">43-4081.00 - Hotel, Motel, and Resort Desk Clerks</a>  Handouts: Vocabulary Practice, one for each student Skills for Hotel Careers, one for each student
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**Additional Materials**

- Vocabulary Practice handout, one for each student
- Skills for Hotel Careers handout, one for each student
- Art supplies (glue, glitter, markers, paint, etc.)
- Pencils, paper, and scissors, rulers
- Computers for student use

<b>Icons</b>	 <b>Activity</b>	 <b>Check-In</b>	 <b>Review</b>
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**PREPARATION**

- Review the [Instructional Support Guide](#) and print/prepare referenced scaffolds.
- Print handouts.
- Familiarize yourself with [O\\*NET](#)
- Familiarize yourself with [Skills to Pay the Bills](#), though it won't be used directly in this lesson.

**INTRODUCTION (30 min)**

Welcome students to the class!



Begin by asking the following questions and have students share their responses. Guide a discussion as a follow-up to their answers.

- *What are some of the things you remember most about your experiences staying in hotels? Was there something special or unique that you enjoyed during your stays?*
- *Have you ever interacted with the hotel staff during your stays? What kind of assistance or services did they provide to make your stay more comfortable?*
- *Did you notice any particular roles or job positions within the hotel that seemed important for ensuring a positive guest experience? What do you think those roles involve?*

Briefly discuss hotel and lodging careers, emphasizing the roles of concierges, baggage porters and bellhops, and hotel desk clerks.

Share the objectives of the lesson.

### VOCABULARY, READING & WRITING (45 min)

Distribute the crossword handout and allow students 20 minutes to complete it. Review the vocabulary words with the whole class.

Distribute the Skills for Hotel Careers handout. Students can either read the passage individually or in pairs. Ask them to pay special attention to the soft skills highlighted for each role.

### REFLECTION (15 minutes)

✓ Guide a discussion using the following questions:

- *Why do you think communication, teamwork, and professionalism are important skills for roles like concierges, bellhops, and hotel clerks? How do these skills contribute to making guests feel welcome and comfortable?*
- *If you were to work in a hotel, which role – concierge, bellhop, or hotel clerk – would you be most interested in? How do you imagine using communication, teamwork, and professionalism to excel in that role and provide excellent guest service?*

Summarize the importance of communication, teamwork and professionalism in hotel and lodging careers.

#### Lower Level

Allow extra time for students to complete reading the passage.

#### Higher Level

Encourage students to think about on-the-job challenges these roles might face and how they might overcome them.

### MATHEMATICS (45 min)

Begin by recapping what perimeter is and how to calculate it for rectangles and squares. Remind students that perimeter is the distance around the edge of a shape. For rectangles and squares, they can add up all the sides to find the perimeter. Show them a few examples on the board or screen.

Remind students about rectangles and squares. A rectangle has two pairs of equal sides, and a square has all sides equal. Give a simple example: If a rectangle has a length of 5 units and a width of 3 units, the perimeter is  $5+3+5+3$  or  $2 \times (5+3) = 16$  units.

Tell the students that they are going to design a simple floor plan for a hotel room. They can imagine a rectangular room or a square room.

Provide them with a grid paper or have them draw a rectangle or square on their own sheet of paper. You can mention the dimensions of the room, for example, a room with length 8 units and width 6 units.

Instruct the students to label the sides of their room with the dimensions they've chosen.

Have them calculate the perimeter of the room using the appropriate formula. For a rectangle, it's  $2 \times (\text{length} + \text{width})$ . For a square, it's  $4 \times \text{side length}$ .

Encourage them to do the calculation step by step. For the room with length 8 units and width 6 units, the perimeter is  $2 \times (8 + 6) = 28$  units.

After calculating the perimeter, ask the students to reflect on what they've learned. How does changing the dimensions affect the perimeter of the room? If they were to create a larger or smaller room, how would the perimeter change?

Ask students to draw furniture in the room using only rectangles and squares. Once they've drawn some furniture such as a bed, a couch, a dresser and a mirror, have them exchange the layout with a partner. Tell students to calculate the perimeter of the furniture their partner has drawn. Allow a few minutes for this activity and have students review their answers with their partners.

 REFLECTION (10 minutes)

✓ To wrap up the activity, discuss some of the students' designs and calculate perimeters as a class. Ask a few students to share their observations about how perimeter changes with different dimensions.

Lower Level	Higher Level
Help students with dimensions for the furniture to draw within the rooms.	For students who are comfortable with the concept of perimeter, challenge them to design a hotel suite that consists of multiple rooms, each with different dimensions. Have them calculate the perimeter for the entire suite by adding up the perimeters of each individual room.

**GROUP WORK (60 min)**

Explain to the students that they will participate in a role play activity to understand how effective communication and teamwork are essential in different hotel roles. Divide the class into groups of 3 and assign each group a specific role: Concierge, Porter, and Desk Clerk.



Assign one of the scenarios to each group. Each group should take some time to discuss and prepare how they will act out the scenario. They should consider how to effectively communicate with guests, work together as a team, and demonstrate professionalism. Tell students to take turns playing the job role assigned to them.

### Scenarios

#### **Concierge Scenario:**

Imagine you are the concierge at a luxurious hotel. A couple arrives and asks for recommendations for a romantic dinner. They mention that they're celebrating their anniversary. Provide them with personalized suggestions, showing excellent communication by actively listening to their preferences. Collaborate with your team to ensure you have all the necessary information about the recommended restaurants and any special arrangements that need to be made.

#### **Porter Scenario:**

You are a porter at a busy hotel. A family with children has just checked in. They have multiple bags and strollers. Work together with your team to efficiently carry their luggage to their room. Use clear communication to coordinate who takes which bags, making sure everything reaches the room safely. Show professionalism by being friendly and ensuring the family feels welcomed.

#### **Desk Clerk Scenario:**

As a desk clerk, you encounter a guest who has a problem with their room's air conditioning. The guest is frustrated and worried about being uncomfortable during their stay. Work as a team with your colleagues to address the issue promptly. Communicate clearly with the guest, explaining that the issue will be resolved quickly. Collaborate with maintenance to ensure the guest's room becomes comfortable again. Display professionalism by empathizing with the guest's concerns and assuring them that their satisfaction is a priority.

#### REFLECTION (20 minutes)

Have a few groups perform their role play.

✓ Discuss how the different roles collaborate to create a positive experience for the guests.

### **INDEPENDENT WORK TIME (30 min)**

Distribute the provided links and encourage students to choose one of the roles for their research. Their task is to create a concise report detailing the responsibilities and necessary expertise for their chosen role. Additionally, prompt them to consider how the specified work styles for the role align with their personal skills.

- [39-6011.00 - Baggage Porters and Bellhops](#)
- [39-6012.00 - Concierges](#)
- [43-4081.00 - Hotel, Motel, and Resort Desk Clerks](#)

Walk around and check that students are able to retrieve the required information to write down their findings and reflections.

Lower Level	Higher Level
<p>Provide students with guiding questions to help with their writing. Consider using a few prompts from this list:</p> <ul style="list-style-type: none"> <li>• Think about yourself. What skills do you have that might be useful in the role you chose?</li> <li>• How can you be helpful to guests if you were in that role?</li> <li>• What kind of work style, like being friendly or organized, would be important for this role?</li> <li>• How do baggage porters and bellhops make guests feel welcome?</li> <li>• How do concierges assist guests during their stay?</li> <li>• What kinds of tasks do desk clerks handle at the front desk?</li> <li>• How would you feel if you were helping guests like the role you researched?</li> </ul>	<p>Challenge students to explore the potential career growth and opportunities associated with the role. <i>How might this role lead to other positions within the hospitality industry?</i> Alternatively, provide the following prompt to students <i>Reflect on the role's significance in enhancing the reputation and success of a hotel. How do the responsibilities of this role contribute to guest loyalty and positive reviews?</i></p>

**WRAP-UP & REFLECTION (15 min)**

Summarize the main points and objectives that were addressed throughout the lesson. Engage students by asking them to share their interests in further exploring the careers that were discussed in this session.

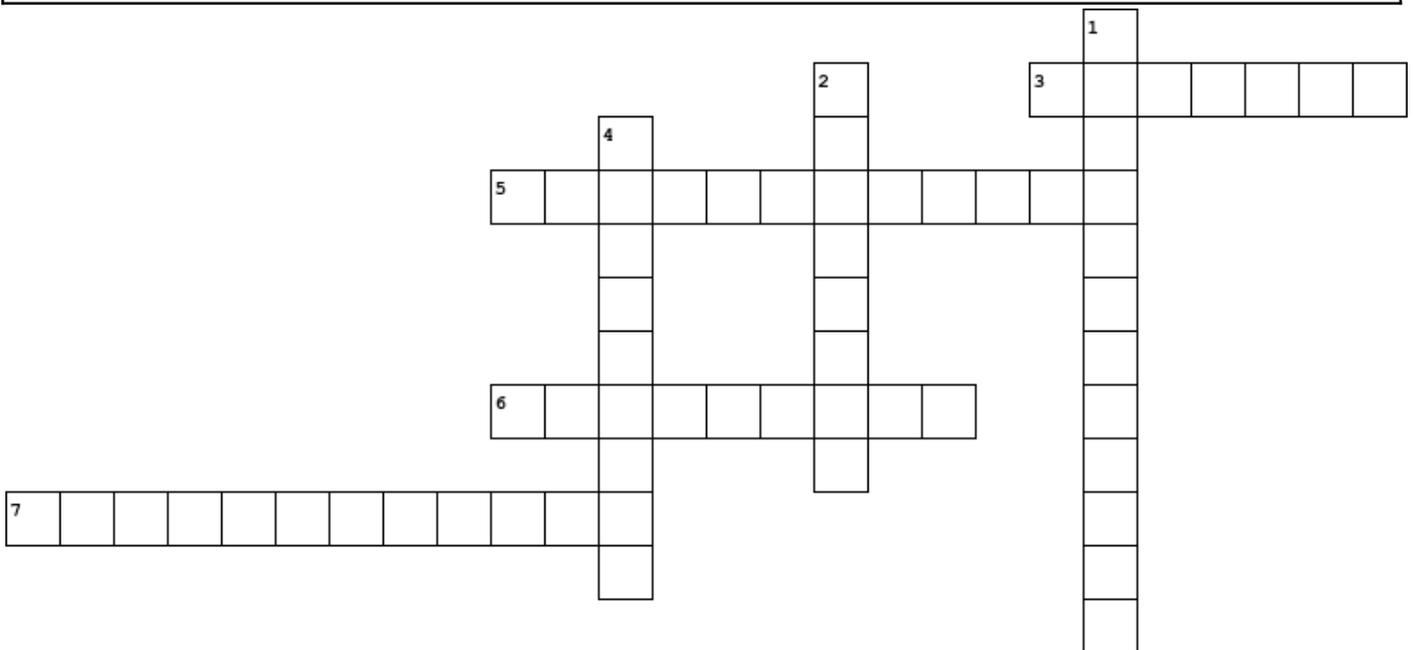
Distribute exit slips to students.  
 Ask for a few volunteers to share their reflections.  
 Collect and review the answers.



# Vocabulary Practice

**Directions:**

- Solve this crossword using the given clues.
- Use this list of words to help you:
  - housekeeping, concierge, receptionist, room-service, bellhop, amenities, check-in



**Across**

- 3 Also known as a baggage porter, this person helps guests with their luggage and escorts them to their rooms.
- 5 A service offered by hotels where guests can order food, beverages, and other amenities to be delivered directly to their rooms.

**Down**

- 1 An employee responsible for welcoming guests, handling check-ins and check-outs, and addressing inquiries.
- 2 The process by which guests arrive at the hotel, provide necessary information, and receive their room keys.



- 6 Additional services and features provided by a hotel to enhance guest comfort and satisfaction, such as swimming pools, fitness centers, and complimentary breakfast.
- 7 The department that is responsible for cleaning and maintaining guest rooms and public spaces in a hotel.
- 4 A hotel staff member who assists guests by providing information about the hotel, local attractions, and making reservations.

## Skills for Hotel Careers

When you walk into a hotel, you might not realize all the hard work that goes into making your stay comfortable and enjoyable. From the moment you arrive, there are people working behind the scenes to make sure everything runs smoothly.

Imagine you're in a new city and want to explore. The concierge is like a friendly guide who knows all the best places to visit. They listen carefully to your interests and use their communication skills to suggest activities you'll love. For instance, they might recommend a local park for a nature lover or a trendy cafe for a foodie. If you want to visit a museum, they will give you all the information you need and even help you get tickets. Their job is to make your stay memorable by providing helpful advice and tips.

Have you ever struggled with heavy luggage when you travel? That's where the bellhop or porter comes in. These friendly faces are always ready to help with your bags. They use teamwork to lift and carry your luggage to your room. They're also great listeners – if you need extra pillows or blankets, they're there to assist. Their professionalism shines when they ensure your belongings are safe and well taken care of. For example, they help you carry heavy bags with a smile and make sure your belongings are carefully placed in your room.

At the front desk, you'll meet hotel, motel, and resort clerks. They are experts at multitasking and communication. They greet you warmly when you arrive and help you check in. These clerks make sure your room is clean and ready for your stay. If you have questions or concerns, they are patient listeners who work together to find solutions. Their professionalism comes through when they handle reservations and payments efficiently. For instance, they answer questions about nearby attractions and use computers to quickly check you into your room, making sure you have everything you need.

These three jobs may seem different, but they all share something important – teamwork, communication, and professionalism. Teamwork is when people work together to make things better. Communication means listening and talking to understand what guests need. Professionalism is when people do their jobs with care, respect, and a friendly attitude.

So, the next time you stay in a hotel, remember that the people behind the scenes are using these skills to make your stay special. From concierges to bellhops to hotel clerks, they all play a part in creating wonderful memories for you!

Remember, these skills make your hotel experience more than just a stay – they make it an adventure to remember!

## Reflection Exit Slip

In one sentence, describe what you learned in this lesson.

Today, I learned \_\_\_\_\_.

Is one of the careers discussed today of interest to you? Why or why not?

I liked / did not like \_\_\_\_\_ career because \_\_\_\_\_

\_\_\_\_\_

Is there anything you still need help understanding?

What's one question you have?

Circle the emoji that shows how you feel about your mastery of content in this lesson.



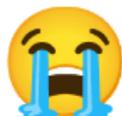
Happy



Smart



Confused



Sad



Angry