

## Bridge to Careers in Hospitality and Tourism

### Course Overview

The hospitality and tourism industry employs millions of people and is continually seeking high-skilled workers. The Workforce Access *Bridge to Careers in Hospitality and Tourism* online course is aimed at helping learners develop an understanding of the industry-specific competencies needed for careers in hospitality and tourism, and to build the academic and workplace skills needed for success in postsecondary or career training. Students are introduced to different jobs in the four sectors of the hospitality and tourism industry:

- Lodging
- Restaurant and Food/Beverage Services
- Recreation, Amusements, and Attractions
- Travel and Tourism

### Learning Outcomes

While taking this course, students will learn to:

- Describe characteristics of the hospitality and tourism industry
- Identify and describe pathways and high-growth careers in this career cluster
- Describe the services and products offered by hospitality and tourism businesses
- Explain the importance of customer service and customer satisfaction
- Recognize the importance of cultural diversity and sensitivity
- Understand marketing and its connection to hospitality and tourism products and services
- Identify tools that are commonly used to help increase sales
- Describe the types of hazards and emergency situations that may arise in the workplace
- Explain the importance and practice of sustainability
- Develop reading for information, locating information, and applied mathematics skills contextualized to the hospitality and tourism industry

### Modes of Course Delivery

The *Bridge to Careers in Hospitality and Tourism* course can be used as a core curriculum or as a supplement to enhance regular instruction. Because of this flexibility, the course can be delivered in a self-paced or a customized mode. Custom mode allows instructors to assign individual lessons and assessments and set the pace for the course.

### Pacing and Course Duration

Sample 10-week and 12-week pacing guides are provided in the Teacher Planning Guide. The pacing guides can be used as is or adapted to account for shorter or longer terms to suit individual needs. Each of the lessons requires approximately 40-50 minutes of study. Additional academic skill support lessons, discussion prompts, and writing activities can be used to enhance students' learning.

### Assessments and Reporting

Assessments for the course include interactive formative assessments within each lesson, as well as scored pretests and posttests for each lesson. Teachers and students can generate reports to show progress and mastery of industry and academic knowledge of skills.

### **How to Access Workforce Access *Bridge to Careers in Hospitality and Tourism***

When you order *Bridge to Careers in Hospitality and Tourism*, you will access everything you need in the ConnectED Learning Management System, including the core lessons, academic skill support lessons, teacher planning guide, lesson plans, and other useful resources. For more information on this or other *Workforce Access* courses, please go to [www.workforceaccess.com](http://www.workforceaccess.com).

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