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| **TEXAS CTE LESSON PLAN**  [www.txcte.org](http://www.txcte.org) | |
| **Lesson Identification and TEKS Addressed** | |
| **Career Cluster** | Hospitality and Tourism |
| **Course Name** | Hotel Management |
| **Lesson/Unit Title** | Leadership with Style |
| **TEKS Student Expectations** | **130.259. (c) Knowledge and Skills**  (9) The student uses leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives. The student is expected to:  (A) Differentiate types of effective leadership and management styles and select which management style is effective for the lodging industry  (C) Apply decision-making and problem-solving skills  (E) Participate in community leadership and teamwork opportunities to enhance professional skills |
| **Basic Direct Teach Lesson**  (Includes Special Education Modifications/Accommodations and  one English Language Proficiency Standards (ELPS) Strategy) | |
| **Instructional Objectives** | **Students will:**   * State the main responsibility of a hospitality general manager * List four basic duties of a hospitality manager and the eight tasks of a manager * Identify and demonstrate positive work behaviors * Understand and demonstrate self-responsibility and self-management * Analyze the effects of health and wellness on employee performance |
| **Rationale** | This lesson will look at the role of hospitality management. We will examine the responsibilities and tasks for the general manager and management staff and discuss the leadership skills that are key to success. |
| **Duration of Lesson** | Five 45-minutes class periods |
| **Word Wall/Key Vocabulary**  *(ELPS c1a, c, f; c2b; c3a, b, d; c4c; c5b) PDAS II (5)* | **Autocratic:** Ruling by oneself or to rule without input – like a dictatorship  **Budget:** Money or resources set aside for a particular purpose; the allocation of resources  **Bureaucratic:** Seeking input before final decision by manager  **Delegation:** Giving power or responsibility to someone else  **Self-management:** Directing one’s own actions and activities toward completion of work  **Self-responsible:** Taking care of yourself, staying healthy, managing your emotions, accepting consequences for your actions  **Skill:** The ability to do something well; expertise  **Task:** A piece of work to be done or undertaken |
| **Materials/Specialized Equipment Needed** | **Equipment:**   * Computer with projector for PowerPoint presentation * Computers with Internet access (be sure to follow district guidelines for internet access) * Presenter remote   **Materials:**   * Colored pencils * Markers * Paper   **Supplies (if available):**   * Income statements * Fake employee files * Health inspection report * Manager checklists * Profit and loss statements * Copies of handouts   **PowerPoint:**   * Leadership with Style * Leadership with Style Organizer * Leadership with Style Organizer (Key)   **Graphic Organizers:**   * KWL Chart – Leadership   **Handouts:**   * Leaders in the Hospitality Industry * Leadership with Style Quiz * Leadership with Style Quiz (Key) * Name That Style * Name That Style (Key) * Rubric for Leaders in the Hospitality Industry Glogster® EDU * Rubric for Leaders in the Hospitality Industry Poster |
| **Anticipatory Set**  (May include pre-assessment for prior knowledge) | **Before class begins:**  Display as many supplies as you have available in the front of the classroom so that students see them as they enter (see Materials or Specialized Equipment Needed tab).  Divide the class into subgroups of 3 to 4 students. Distribute poster board or large pieces of paper and markers to each group. Instruct half of the groups to list as many tasks for a manager as they can on their poster board or paper. Instruct the other half of the groups to list manager skills on their poster board or paper.  Begin the lesson by asking students the following questions:   * What is a skill? Have students give examples. * What is a task? Have students give examples. * What is the difference between the two? * What qualities and characteristics should a manager have? Why those?   When finished, review each group’s answers then display around the classroom. Note similarities and differences. Some will confuse a task with a skill.  Distribute the graphic organizer KWL – Leadership, and have students fill out the first two boxes of the chart. Ask students to write down what they already know about leadership and management from their personal experiences. The last box will be completed during lesson closure. |
| **Direct Instruction \*** | Review lesson objectives, terms, and definitions.  Distribute Leadership with Style Organizer. Students will be expected to take notes during the slide presentation.  Introduce the PowerPoint Leadership with Style and begin discussion with students.  Discuss the Hotel General Manager’s duties and daily tasks. Refer back to the lists the students made in the Anticipatory Set.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * highlight materials for emphasis * provide students with vocabulary list with definitions prior to lesson * work with a peer tutor * use study guides * provide printed PowerPoint Leadership with Style Presentation Notes for assistance with note-taking |
| **Guided Practice \*** | Distribute handout Name that Style. Model and guide students through the first description of management styles and answer (more if necessary). Have the students complete the rest of the worksheet.  Discuss their answers as a group when all students have completed the worksheet.  As a class, have the students discuss what they believe are the advantages and disadvantages of each style. Point out that all management styles are needed depending on the job and the situation.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * check for understanding * extra time for completion |
| **Independent Practice/Laboratory Experience/Differentiated Activities \*** | Divide students into subgroups of two.  Distribute handout Leaders in the Hospitality Industry.   Assign or allow students to choose a leader to research their background, education, employment, and any recognitions or awards they have received. They will present their information in a poster or a Glogster®EDCU poster.  Distribute Rubric for Leaders in the Hospitality Industry Poster and/or Rubric for Leaders in the Hospitality Industry Glogster® Poster so that students will understand what is expected.  Remind students that there will be a short quiz at the end of the lesson to assess their knowledge.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * reduce assignment * extended time for assignment * work with a peer tutor |
| **Lesson Closure** | Review lesson objectives, terms, and definitions.  Students will complete the last column (L) on their KWL – Leadership and discuss as a class. |
| **Summative/End of Lesson Assessment \*** | Presentations will be assessed by the Rubric for Leadership in the Hospitality Industry Poster or Rubric for Leaders in the Hospitality Industry Glogster® EDU.  Administer and assess Leadership with Style Quiz.  *Individualized Education Plan (IEP) for all special education students must be followed. Examples of accommodations may include, but are not limited to:*   * allowing extended time for testing * allowing students to use notes and printed vocabulary for quiz |
| **References/Resources/**  **Teacher Preparation** | **Textbooks:**   * Reynolds, Johnny Sue, *Hospitality Services Food & Lodging*, Second Edition, Tinley Park, Illinois: The Goodheart-Willcox Company, Inc., 2010. Print. * Hayes, David K., Ninemeier, Jack D., Hotel Operations Management, Second Edition, Upper Saddle River, New Jersey: Pearson Education, Inc., 2007. Print. |
| **Additional Required Components** | |
| **English Language Proficiency Standards (ELPS) Strategies** | * Use “word wall” for vocabulary words * Work with a peer tutor * Peer to read materials * Highlighted materials for emphasis * Shortened simplified instructions |
| **College and Career Readiness Connection[[1]](#footnote-1)** |  |
| **Recommended Strategies** | |
| **Reading Strategies** | Encourage students to read more about marketing and communication.   * Hospitality Net  A website to bring you hotel industry late breaking news, articles, newsletter, market reports, and job openings around the world. [http://www.hospitalitynet.org/index.html](http://cte.sfasu.edu/wp-content/uploads/2013/04/Leadership-with-Style-Organizer-Key.pdf)   Encourage students to connect reading and their life experiences or prior knowledge. |
| **Quotes** | Inaction breeds doubt and fear. Action breeds confidence and courage. If you want to conquer fear, do not sit home and think about it. Go out and get busy. **-Dale Canegie**  An ounce of action is worth a ton of theory. **-Ralph Waldo Emerson**  Don’t judge each day by the harvest you reap but by the seeds that you plant. **-Robert Louis Stevenson**  Believe you can and you are halfway there. **-Theodore Roosevelt**  If there is no struggle, there is no progress. **-Frederick Douglass**  Change is the law of life. And those who look only to the past or present are certain to miss the future. **-John F. Kennedy** |
| **Writing Strategies**  **Journal Entries + 1 Additional Writing Strategy** | **Journal Entries:**   * If I were a guest in a hotel, I would look to see… * I think the general manager in a hotel can show leadership by… * Ways in which I can show self-responsibility are… * Ways in which I can show self-management are… * To be a leader today, I would need to ….   **Writing Strategy:**  RAFT (Role/Audience/Format/Topic) writing strategy: Students can write a letter enumerating their work ethics and leadership qualities in the form of an application letter.   * Role: student * Audience: hotel hiring manager * Format: letter * Topic: work ethic and leadership qualities |
| **Communication**  **90 Second Speech Topics** | * Things I can do to increase my wellness are… * The qualities of a good leader are… |
| **Other Essential Lesson Components** | |
| **Enrichment Activity**  (e.g., homework assignment) | Students may job shadow a general manager of a local hotel for a day to observe all the duties and tasks they manage.  Allow them to do a timeline of the various skills they observe.  **TED Talks:**  TED is a nonprofit devoted to spreading ideas, usually in the form of short, powerful talks (18 minutes or less). The video below is related to this lesson. Allow students to view the video and lead a discussion concerning the TED Talk.   * Roselinde Torres: What it takes to be a great leader There are many leadership programs available today, from 1-day workshops to corporate training programs. But chances are, these won’t really help. In this clear, candid talk, Roselinde Torres describes 25 years observing truly great leaders at work, and shares the three simple but crucial questions would-be company chiefs need to ask to thrive in the future.<http://www.ted.com/talks/roselinde_torres_what_it_takes_to_be_a_great_leader> |
| **Family/Community Connection** | Ask a human resource manager from a local hotel to speak to the class about the characteristics and traits they look for when hiring. |
| **CTSO connection(s)** | Family, Career, Community Leaders of America (FCCLA) [http://www.texasfccla.org](http://www.texasfccla.org/)  Star Events:  Hospitality, Tourism and Recreation is an individual or team event that recognizes participants who demonstrate their knowledge of the hospitality, tourism, and recreation industries and ability to translate their knowledge into a hypothetical or real business.  Lesson is preparation for Hospitality LEO test. |
| **Service Learning Projects** | True service learning is developed with student voice about concerns and needs. As the students are learning and researching this topic, ask them to think about ways they can maximize their learning to benefit others.  Ask students how they will use what they have learned about housekeeping. Also ask students what they have learned about showing leadership in any job position.  Use the LEADERS Model from [http://www.servicelearning.org.](http://www.servicelearning.org) Brainstorm with your students for a service project pertaining to this lesson.  Example:  Students can partner with the local Chamber of Commerce to organize and host a job fair with Chamber of Commerce members in their community. |

1. Visit the Texas College and Career Readiness Standards at <http://www.thecb.state.tx.us/collegereadiness/CRS.pdf>, Texas Higher Education Coordinating Board (THECB), 2009. [↑](#footnote-ref-1)