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Central School

Home School Package

**Year :13**



**LESSON Plan**

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| teacher-computer-icons-school-test-education-teaching Teacher | Name :Philip TSubject : TOURISM AND HOSPITALITY |
| download Week |  **1/2** |
| title | Topic : Strand 2 : WORKING IN THE TOURISM AND HOSPITALITY INDUSTRYLesson number :1 periods 1- 10  |
| Learning outcomesLearning outcomes | Upon completion of this lesson, students should be able to: \* demonstrate an understanding of the importance of skills and attitudes required by people involved in the tourism and hospitality industry.\* demonstrate an understanding of the skills and attitudes required for the tourism and hospitality industry and their importance in the growth of the industry. |
| TopicIntroduction | \*Why people’s behavior and attitudes are different compared to when confronted with tourist. \* They seems to be more caring, loyal alert courteous & sober |
| Catch | Catch phrase for the lesson\* Workers in this industry are the forefront people that gives the first impresion to convince a tourist.. |

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| Learners notes 1Learners notes | Summary Student are to role play different areas of work in the tourism and hospitality. This they will display their undestanding of the skills, knowledge, attitudes that should be seen at work place.\* |
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|  | \* Divide the class into seven group\* These group consist of a mixture of boys and girls\* This is an outside activity so that they may in their small group to discuss their respective roles.\* They will also be encourage to start rehearsal their play\* Teacher check on them that they actually do the task (teacher goes around checking ) |
| Assignment | This is an IA -internal assessment task 1Demonstrating Role UnderstandingWeight 20% |
| Assessment |  \*  |
| Reference ClipartReferences | **Websites:*** International Tourism Organisations
* World Tourism Organisation www.world -tourism.org
* South Pacific Tourism Organisation [www.spto.org](http://www.spto.org/)
* Pacific and Asia Tourism Association (PATA)

[www.bulafiji.com](http://www.bulafiji.com/) [www.visitsamoa.ws](http://www.visitsamoa.ws/) [www.tongaholiday.com](http://www.tongaholiday.com/) www.va nuatutourism.com [www.visitsolomons.com.sb](http://www.visitsolomons.com.sb/) [www.cook-islands.com](http://www.cook-islands.com/) [www.pngtourism.org.pj](http://www.pngtourism.org.pj/) www.tahiti -tourisme.com[www.newcaledoniatourism-south.com](http://www.newcaledoniatourism-south.com/) [www.nuieisland.com](http://www.nuieisland.com/) |

**LESSON Plan**

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| teacher-computer-icons-school-test-education-teaching Teacher | Name :Philip TSubject : TOURISM AND HOSPITALITY |
| download Week |  **3/4** |
| title | Topic : Strand 3 : WORKING IN THE TOURISM AND HOSPITALITY INDUSTRYLesson number :2.Sub strand 2.3 Laws and regulation that affect tourism & hospitality periods 1- 10  |
| Learning outcomesLearning outcomes | Upon completion of this lesson, students should be able to: • Give examples of the costs of tourism in the region and in the student’s  own country. • Explain the negative effects of tourism in the region and the student’s  own country. • Evaluate the negative effects and positive effects of tourism in the region and the student’s own country\* Student are able to demstrade understanding of the laws and regulations  That govern the tourism and hospitality industry |
| TopicIntroduction | In everything we do in life there will always be a good side and a bad side,a positive side and negative side, cost and benefits to it. In tourism &hospitality there cost and benefits effects to it. |
| Catch | Catch phrase for the lesson\* Remember there are two sides to a coin and in everything we do in life there is always two sides to it and it needs regulations to govern it. |

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| Learners notes 1Learners notes | Summary \* For example, within the context of the South Pacific, an area which is highly dependent on marine and coastal tourism for its economic well being , there has been no systematic study of the environmental impacts of tourism over the region as a whole. Data and information are highly fragmented. Base-line data, i.e. information regarding the condition of the natural environment prior to tourism development, is invariably lacking ...... Surface water and groundwater diversion of streams and water sources from local use to resort use, with resulting decline in water availability for domestic and other productive uses and farming, particularly taro cultivation a Source: ...... Beach walking, snorkeling, recreational fishing, boat tours and anchoring have damaged coral reefs and grasses and have disturbed near shore aquatic life Tourism has presented itself as a clean and not polluting industry but its claims have not come truly Despite the litany of damage noted by Minerbi, it must be emphasised that the environmental impacts of tourism are certainly less than many other industries in the Pacific islands such as agriculture, fishing, forestry, and mining. This is not to deny that tourism has had substantial impacts on island microstates and coastal areas, rather it is to emphasise that specific regional research on environmental impacts is sparse and also needs to be seen within the wider context of the effects of different development strategies. Given this situation, it may well be the case that tourism is receiving the blame for various forms of environmental degradation for which it is only partially responsible \*. **Tourism** can lead to many buildings **and** services being opened in **Vanuatu**. Local communities can also **benefit** from these. **Tourism** can also increase worldwide awareness of Vanuatus issues of poverty **and** global warming issues. A negative impact of **tourism** on **the** people of **Vanuatu** is **the** idea of workers being exploited.... **Tourism plays an important role in the lives of people throughout the Pacific region. In many Pacific islands, tourism is a significant employer and generates the majority of export earnings****\*Tourism help locals to developtheir natural resources e.g** **\* - A contract is a legally enforceable agreement between two or more**  **parties where each assumes a legal obligation that must** be completed. Most contracts only need to contain two elements to be legally valid: All parties must be in agreement (after an offer has been made by one party and accepted by the other). Something of value must be exchanged -- such as cash, services, or goods (or a promise to exchange such an item) -- for something else of value.\* The **hospitality industry** encompasses arts, entertainment, recreation, accommodation and food services. **Industry laws relate** to guests and employees, and include **legislation** on employee health and safety, labor **laws**, environmental protection, hygiene, alcohol licensing **regulations**, negligence, privacy and contracts.\***CITES** (the **Convention** on International Trade in **Endangered Species** of Wild Fauna and Flora) is an international agreement between governments. Its **aim** is to ensure that international trade in specimens of wild animals and **plants** does not threaten their survival.\* CITES (the **Convention on International Trade in Endangered Species** of Wild Fauna and Flora) is an **international** agreement between governments. Its **aim** is to ensure that **international trade** in specimens of wild **animals** and plants does not threaten their survival.\* Climate is a change in global or regional climate patterns, in particular a change apparent from the mid to late 20th century onwards and attributed largely to the increased levels of atmospheric carbon dioxide produced by the use of fossil fuels. |
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|  | \* Give examples of the cost of tourism in the Pacific region.\*Give examples of the benefits of tourism in the Pacific region\*Evaluate the cost and the benefits of tourism in the region and Vanuatu\* Explain ways to control/prevent the negative impacts of tourism in the region and the student’s own country.\* Name one law or regulation that affects tourism in the region and in the student's own country\* Outline the basic laws and regulations that affect tourism operators\* Outline the basic laws and regulations that affect tourism employees\* Outline the basic laws and regulations that affect tourism employees\* State the purpose of contract law\* State the purpose of travel documentation\* State the purpose of agriculture and quarantine requirements for Tourism\* State the purpose of Convention on International Trade in Endangered Species of Wild Flora and Fauna (CITES),\* Explain the importance of the Convention on International Trade in  Endangered Species of Wild Flora and Fauna (CITES\* State the purpose of employment contracts\* Explain the impacts of the laws and regulations on the tourism and hospitality industry\* Explain the importance of land ownership rights and regulations for the tourism  Industry\* Discuss the future of tourism in the student’s own country and the region, using examples\* Define climate change\* Describe features of climate change |
| Assignment | Continue working IA 1Presentation of Role Play |
| Assessment |  Revision test Strand 3.3 ? |
| Reference ClipartReferences | **Websites:*** International Tourism Organisations
* World Tourism Organisation www.world -tourism.org
* South Pacific Tourism Organisation [www.spto.org](http://www.spto.org/)
* Pacific and Asia Tourism Association (PATA)

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**LESSON Plan**

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| teacher-computer-icons-school-test-education-teaching Teacher | Name :Philip TSubject : TOURISM AND HOSPITALITY |
| download Week |  **5/6** |
| title | Topic : Strand 3 : WORKING IN THE TOURISM AND HOSPITALITY INDUSTRYLesson number :3. sub-strand 3.2 Basic accounting principles periods 1- 5  |
| Learning outcomesLearning outcomes | Upon completion of this lesson, students should be able to: \* demonstrate an understanding of basic accounting principles and  They contribute to the success of the tourism and hospitality industry.. |
| TopicIntroduction |  How many ways people used to purchase goods and services List them : **Different Ways to Buy Things like Goods and Services*** Cash. The one that is most familiar to all of us is to pay for a **purchase** using cash. ...
* Cheques. ...
* Credit Cards. ...
* Debit Cards. ...
* Pre-Loaded (Pre-Paid) Credit Cards. ...
* Store Cards, Grocery Cards & Gift Cards. ...
* Automatic Withdrawals (Preauthorized Withdrawals) ...
* Pay as you go plan.

LPOe pay |
| Catch | Catch phrase for the lessonThe popular goal in life today is to earn more money |

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| Learners notes 1Learners notes | Summary List them : **Different Ways to Buy Things like Goods and Services*** Cash. The one that is most familiar to all of us is to pay for a **purchase** using cash. ...
* Cheques. ...
* Credit Cards. ...
* Debit Cards. ...
* Pre-Loaded (Pre-Paid) Credit Cards. ...
* Store Cards, Grocery Cards & Gift Cards. ...
* Automatic Withdrawals (Preauthorized Withdrawals) ...
* Pay as you go plan.

LPOe pay\*E-ticket An electronic ticket (commonly abbreviated as e-ticket) is the digital ticket equivalent of a paper ticket. The term is most commonly associated with airline issued tickets. Electronic ticketing for urban or public transport is usually referred to as a travel card or transit pass. Local purchase order (LPO) A Local purchase order (LPO) is a commercial document and first official offer issued by a buyer to a seller, indicating types, quantities, and agreed prices for products or services. It is used to control the purchasing of products and services from external suppliers. A purchase order is a legally binding document between a supplier and a buyer. It details the items the buyer agrees to purchase at a certain price point. Purchase order computer systems have made the purchasing process more efficient and allow for better inventory and payment tracking. In addition, the buyer should always clearly and explicitly communicate their requests to the seller so there is no confusion when the purchase order is received. Also, in the event the buyer refuses payment, the seller is protected because the purchase order is a binding contract between both parties.\*Purchase Order Number. A Purchase Order (PO) is a document generated by the buyer in order to authorize a purchase transaction. A PO Number uniquely identifies a purchase order and is generally defined by the buyer. The buyer will match the PO number in the invoice to the Purchase Order Credit cards A plastic card issued by the bank in which a person can purchase holiday or anything on credit. Credit card is issued by a financial company, that lets cardholders borrow funds with which to pay for goods and services. Credit cards impose the condition that cardholders pay back the borrowed money, plus interest, as well as any additional agreed-upon charges. Most major credit cards, which include Visa, MasterCard, Discover, and American Express, are issued by banks, credit unions, or other financial institutions. Many credit cards attract customers by offering incentives such as airline miles, hotel room rentals, gift certificates to major retailers and cash back on purchases. Vouchers Voucher is a coupon given to a guest for a specific prepaid service. This can be used as proof that a monetary transaction has occurred between two parties. In business, a payment voucher can be used for a variety of purposes, sometimes taking the place of cash in a transaction, acting as a receipt, or indicating that an invoice has been approved for payment. Vouchers are used in the tourism sector primarily as proof of a named customer's right to take a service at a specific time and place. Service providers collect them to return to the tour operator or travel agent that has sent that customer, to prove they have given the service. So, the life of a voucher is as below: ¬ The customer receives vouchers from the tour operator or travel agent for the services purchased. ¬ Customer goes to vacation site and forwards the voucher to the related provider and asks for the service to be provided ¬ The provider sends collected vouchers to the agent or operator that sends customers from time to time and asks for payment for those services ¬ Uncollected vouchers do not deserve payment ¬ Providers customarily require this voucher be presented prior to providing the service\* **Cash flow** is the money that is moving (flowing) in and out of your **business** in a month. ... **Cash** is going out of your **business** in the form of payments for expenses, like rent or a mortgage, in monthly loan payments, and in payments for taxes and other accounts payable.\*A **cash budget** is an estimation of the **cash** flows for a business over a specific period of time. This **budget** is used to assess whether the entity has sufficient **cash** to operat\*A **cash budget** attempts to forecast future **cash** flow. A **cash budget** also helps a business attain spending goals and provides material for a regular examination of how the company is handling **cash**. Knowing when and how the money comes in and goes out is **important** in understanding **cash** flow. |
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|  | \* Identify a suitable method of payment for services provided in the tourism and hospitality industry\* Define vouchers as methods of payment for services provided in the tourism and hospitality industry\* Identify a suitable method of payment for services provided in the tourism and hospitality\* Describe features of methods of payment provided in the tourism and hospitality industry\* Describe LPO as a method of payment for services in the tourism and  hospitality industry\* Define credit cards as methods of payment for services provided in the\* Define e-tickets\* Definecredit cards as methods of payment for services provided in the tourism and hospitality industry tourism and hospitality industry\* Explain the methods of payment for services provided in the tourism and hospitality industry\* Define cash flow\* Describe basic cash flow and budgeting procedures\* Define cash budget\* Explain the importance of preparing budgets and cash records\*  |
| Assignment | This is an IA -internal assessment task 2\* Introduction to Task 2. Start working on task 2Creating a business plan |
| Assessment |  \* Revision test ???? Sub strand 3.2 |
| Reference ClipartReferences | **Websites:*** International Tourism Organisations
* World Tourism Organisation www.world -tourism.org
* South Pacific Tourism Organisation [www.spto.org](http://www.spto.org/)
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**LESSON Plan**

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| teacher-computer-icons-school-test-education-teaching Teacher | Name :Philip TSubject : : TOURISM AND HOSPITALITY |
| download Week |  **7** |
| title | Topic : Strand 4 : **: Culture and opportunities in the Tourism and Hospitality industry**Lesson number :4.Sub strand 4.1 : Culture and local tradition periods 1- 5  |
| Learning outcomesLearning outcomes | Students are able to demonstrate an understanding of the importance of culture and job opportunities in the tourism and hospitality industry\* Student are to demonstrate understanding of the relationship between tourism & hospitality and cultureInclude ing the posiyive and negative effects |
| TopicIntroduction | Do you think it is proper or good for people in thePacific to show case local traditions.Yes ! Why ?No ! Why ? |
| Catch | Catch phrase for the lessonFor better, it would be best for locals to decide what suits them best instead of say “A MEN’’ to foreignideology. . |
| Learners notes 1Learners notes | Summary \* A **tradition** is a belief or behavior (folk custom) passed down within a group or society with symbolic meaning or special significance with origins in the past\*. The **definition** of a **tradition** is a custom or belief that is passed down through the generations or that is done time after time or year after year. An **example** of a **tradition** is eating turkey on Thanksgiving or putting up a tree on Christmas. **Pacific islanders** have long **traditions** of stories, dance and decorative patterns ... **example** of difference between Polynesia and Melanesia can be found in their ...\* # chinese-fairly affluent,growth in free & independent travellers, very very risk adverse, like cultural atraction,don’t like surprises, still beleive that the Pacific is avery safe environment, prefer high qualityHotel, prefer activies forcused on cultural events, hate sun tanning.# Japanes – short time but fill with activities, expect something new because pacific is a kind of unknown to them, want a cosy, small island with frienly local people, want beautiful blue lagoon, prefer small number of japanes tourist, Want a safe environment, often honeymooners, young travellers and old groups, middle age & elderly will stay longer in their winter if accommodation standard are high,expect high level of security &hygiens, prefer superior items as gifts & souvenirs, like rice regularly, very accustomed to convenient,comfortable resort, e.g Hawaii, not all speake english.# North American-Afluent, safety conscious,want ice water wiht meal/safe drinking water, want luxury hotel-large bed-more than one bed in aroom, well travell especially mature/ retired people, young traveller eg backpackers, English speaking,interest in other cultures,may enjoy sport-golf etc. |
|  |   |
|  | \* Define local tradition\* Give examples of local traditions\* Describe the benefits (positive effects) of tourism on local traditions\* Describe the benefits of tourism on local communities\* Describe, the costs (negative effects) of tourism on local traditions\* Explain how local traditions affect tourism and vice versa\* Evaluate the benefits (positive effects) of tourism on local traditions and communities\* Evaluate the costs (negative effects) of tourism on local traditions and communities\* Identify a cultural characteristic of a tourist group Note: students to cover at least four cultural characteristics of at least two of the main groups of tourists to the region (e.g. Australians, New Zealanders, Americans, Japanese, Chinese and Germans)\* Define eco-tourism\*Explain the benefits of eco-tourism\*Describe the features of eco-tourism\* Explain how to solve conflicts between tradition and tourism\*Explain the role culture plays in enhancing tourist experiences and expectations\* Discuss the impact of culture and local traditions on tourism |
| Assignment | Work on IA Task IICreating a Business Plan |
| Assessment |  |
| Reference ClipartReferences | **Books:*** + The New Zealand Tourism Industry by Alan Collier and Sue Harraway, August
	+ 2003 4th Edition, published by Hospitality Press
	+ Lonely Planet Guides to various destinations in the Pacific e.g. South Pacific, Fiji, Solomon Islands, Tonga, Vanuatu [www.lonelyplanet.com](http://www.lonelyplanet.com)
	+ Statistics are available from local tourism offices and local government
	+ Department of Statistics.

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**LESSON Plan**

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| teacher-computer-icons-school-test-education-teaching Teacher | Name :Philip TSubject :Tourism and Hospitality  |
| download Week |  **8** |
| title | Topic : Job opportunities in the Tourism and Hospitality industry Strand  : 4.2Lesson number :5. periods 1- 5  |
| Learning outcomesLearning outcomes | Students are able to demonstrate understanding of employment opportunities in the tourism and hospitality industry |
| TopicIntroduction |  |
| Catch | Catch phrase for the lessonTourism offer a wide range of employment for people across the board, low educated to highly educated.. |
| Learners notes 1Learners notes | **Top 10 Careers in Tourism and Hospitality*** 1) **Travel** Agent. **Travel** Agents research, plan, and book trips for individuals and groups. ...
* 2) **Hotel** Manager, Spa manager, Tour operator, Even and conference organizer, Tour guide, Excecutive chef,Sommelier

\* a person who sets up a business or businesses, taking on financial risks in the hope of profit."many entrepreneurs see potential in this market"\* **Top 10 Careers in Tourism and Hospitality*** 1) **Travel** Agent. **Travel** Agents research, plan, and book trips for individuals and groups. ...
* 2) **Hotel** Manager. ...
* 3) Spa Manager. ...
* 4) Tour Operator. ...
* 5) Event & Conference Organiser. ...
* 6) Tour Guide. ...
* 7) Executive Chef. ...
* 8) Sommelier.

\* Before the advancement of technology, it was very difficult for the tourist and hospitality industry to market its services to its customers. It was also very expensive because customers are always physically apart, miles away, for instance.However, the coming of information technology has eased the transaction of business besides boosting the customer base. The fact that people are able to communicate and interact with one another in different regions has made it easier and cheap to market their products and services.In the past, inter organisational system, which connected organizations, was the most popular form of IT. However, because of high costs, many businesses could not meet the cost of using it \*Disavaantages- cost of maintenance, the increased risk of cyber crime and hacking,One of the disadvantages that technology has brought in the industry is that it has caused unemployment. Many people who worked in the hotels as managers, waiters, and cooks, as well as those in the tourist industry such as tour guides, lost their jobs to cut the cost and by utilising the internet.Proliferation has increased on the internet. Many tourist websites are available on the internet. This is a challenge especially to small and medium tourist enterprises. |
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|  | \* Identify an important characteristic that one may need to run a business, within a given context\* State a required characteristic for running a business\* Define entrepreneur\* Describe the characteristics of a successful business person  (entrepreneur) in a tourism or hospitality business\* List some Entrepreneurial/Small Business opportunities in the tourism and hospitality industry using local resources/points of interest\* List equipment, plant and materials required to open or run a  hospitality industry\*State an employment opportunity in the tourism and hospitality  industry\*List factors that contribute to availability of employment opportunities in the tourism and hospitality industry\* Explain how each factor affects employment opportunities in the tourism and hospitality industry \*Describe an example of the use of technology in the tourism sector\* Explain the positive impacts of the use of technology on the tourism and hospitality industry\* Discuss with examples the positive impacts of the use of technology on the tourism and hospitality industry\* Explain the negative impacts of the use of technology on the tourism and hospitality industry\* Discuss with examples the negative impacts of the use of  technology on the tourism and hospitality industry\* Explain the impacts of tourism and hospitality industry as an employer on the people in the community\* Evaluate the impact of the tourism and hospitality industry as an employer on the people in the country\* Evaluate the impact of the tourism and hospitality industry as an employer on the economy in your country\* Evaluate the impact of the tourism and hospitality industry as an  employer on the political situation in your country |
| Assignment | Work on IA Task IICreating a Business Plan |
| Assessment |  Revision test : Strand 4Sub strand 4.1 and 4.2 |
| Reference ClipartReferences | **Books:*** + The New Zealand Tourism Industry by Alan Collier and Sue Harraway, August
	+ 2003 4th Edition, published by Hospitality Press
	+ Lonely Planet Guides to various destinations in the Pacific e.g. South Pacific, Fiji, Solomon Islands, Tonga, Vanuatu [www.lonelyplanet.com](http://www.lonelyplanet.com)
	+ Statistics are available from local tourism offices and local government
	+ Department of Statistics.

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| G:\Home Learning Packages\Documents for SHEFA Schools Principal\download.jpg Week |  9 |
| G:\Home Learning Packages\Documents for SHEFA Schools Principal\title.jpg | Topic : Strand 4 : Sub strand : 4.3 Lesson number :6. periods 1-5 |
| Learning outcomesLearning outcomes | Students are able to demonstrate an understanding of how to develop a business plan for setting up a tourism and hospitality business. |
| TopicIntroduction |  |
| Catch | Catch phrase for the lessonWho is eligible to operate or set up a tourism project? |
| Learners notes 1Learners notes | Summary Some proposed strategies\*Three key things your mission statement should answer(1) what does your company do ?(2) How does your company do it ?(3) Why does your company do it ? An example of a good mission statement\* **Virgin Airways**: "Our mission statement is simple, yet the foundation of everything we do here at Virgin Atlantic Airways... to embrace the human spirit and let it fly." \* Part of the planning process, **business goals** describe what a **company** expects to accomplish over a specific period of time. **Businesses** usually outline their **goals** and **objectives** in their **business** plans. **Goals** might pertain to the **company** as a whole, departments, employees, customers, or any other area of the **business**\* **Essential business skills*** Financial management. Being able to effectively manage your finances is critical. ...
* Marketing, sales and customer service. ...
* Communication and negotiation. ...
* Leadership. ...
* Project management and planning. ...
* Delegation and time management. ...
* Problem solving. ...
* Networking.

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|  | **\*** Identify and write a Mission Statement for a business plan\* State a business goal\* Define business plan\* Describe Entrepreneurial / Small Business opportunities in the tourism and hospitality industry using local resources/points of interest\* Explain the entrepreneurial skills and financial standing of a tourism and hospitality business\* Describe the equipment, plant and materials required to set up a  business\* Describe the characteristics of a successful business person  (entrepreneur) in a tourism or hospitality business\* Describe the type of business, stage of development, site and  location, product and services and the costs.\* Explain suitable training needs for a business worker\* Explain the importance of a business plan\* Create an executive summary of the business plan\* Discuss the problems faced by businesses and provide solutions or recommendations\* Discuss the problems faced by businesses and provide solutions or recommendations\* Describe viable targets for revenue and expenditure\* Describe a viable and sustainable product or service\* Discuss the importance of tourism to your country and to the region |
| Assignment | IA task 2Topic  |
| Assessment | IA Task II Creating a business plan |
| Reference ClipartReferences | **Books:*** + The New Zealand Tourism Industry by Alan Collier and Sue Harraway, August
	+ 2003 4th Edition, published by Hospitality Press
	+ Lonely Planet Guides to various destinations in the Pacific e.g. South Pacific, Fiji, Solomon Islands, Tonga, Vanuatu [www.lonelyplanet.com](http://www.lonelyplanet.com)
	+ Statistics are available from local tourism offices and local government
	+ Department of Statistics.

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| G:\Home Learning Packages\Documents for SHEFA Schools Principal\download.jpg Week |  9 |
| G:\Home Learning Packages\Documents for SHEFA Schools Principal\title.jpg | Topic : Strand 4 Sub strand 4.2 Job oppotunities in the Tourism and hospitality industryLesson number :5. periods 1-5 |
| Learning outcomesLearning outcomes | Students are able to demonstrate understanding of employment opportunities in the tourism and hospitality industry |
| TopicIntroduction |  It is very important that people must be educated and acquire certain skills which will enhance performance in whatever ones is doing  |
| Catch | Catch phrase for the lessonIn all works of life it is very important that people must be knowledgable of their environment |
| Learners notes 1Learners notes | Summary Some proposed strategies\***5 Qualities of a Great Hospitality Employee*** **You** must **have** commitment. To be **successful** in the **hospitality industry**, your whole mindset should be to ensure the satisfaction of the guest. ...
* **You** must **have great** people skills. ...
* Paying attention to detail, is a must. ...
* Leadership and Teamwork are imperative. ...
* Enthusiasm and a **great** attitude are a plus.

\* **Here are the top 10 skills needed in the hospitality**  **industry.*** Customer Service Skills. ...
* Cultural Awareness. ...
* Communication Skills. ...
* Multitasking Skills. ...
* Work Ethic. ...
* Language Skills. ...
* Professionalism. ...
* Teamwork Skills.

\* **In order to make sure you have what it takes to build a successful company, you must possess the following personality traits:*** Discipline. A successful entrepreneur is focused on the **business** and the goals. ...
* High Level of Confidence. ...
* Flexibility. ...
* Bravery. ...
* Competitive. ...
* Determination. ...
* Creativity. ...
* Work ethic.
* \* a person who sets up a business or businesses, taking on financial
* risks in the hope of profit.
* \* An **entrepreneur** is an individual who creates a new business, bearing
* most of the risks and enjoying most of the rewards. .An **Entrepreneurs** who prove to be successful in taking on the risks of a startup are rewarded with profits, fame, and continued growth opportunities.
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|  | **\*** Identify an important characteristic that one may need to run a business, within a given context\* State a required characteristic for running a business\* Define entrepreneur\* Describe the characteristics of a successful business person  (entrepreneur) in a tourism or hospitality business\* List some Entrepreneurial/Small Business opportunities in the tourism and hospitality industry using local resources/points of interest\* List equipment, plant and materials required to open or run a  hospitality industry\* State an employment opportunity in the tourism and hospitality Industry\* List factors that contribute to availability of employment opportunities in the tourism and hospitality industry\*Explain how each factor affects employment opportunities in the  tourism and hospitality industry\* Explain the positive impacts of the use of technology on the tourism and hospitality industry\* Discuss with examples the positive impacts of the use of technology on the tourism and hospitality industry\* Explain the negative impacts of the use of technology on the tourism  and hospitality industry\* Discuss with examples the negative impacts of the use of  technology on the tourism and hospitality industry\* Explain the impacts of tourism and hospitality industry as an employer on the people in the community\* Evaluate the impact of the tourism and hospitality industry as an employer on the people in the country.\* Evaluate the impact of the tourism and hospitality industry as an employer on the economy in your country.\* Evaluate the impact of the tourism and hospitality industry as an employer on the political situation in your country.  |
| Assignment |  |
| Assessment | Test. Sub strand 2.3 and 2.4 |
| Reference ClipartReferences | **Books:*** + The New Zealand Tourism Industry by Alan Collier and Sue Harraway, August
	+ 2003 4th Edition, published by Hospitality Press
	+ Lonely Planet Guides to various destinations in the Pacific e.g. South Pacific, Fiji, Solomon Islands, Tonga, Vanuatu [www.lonelyplanet.com](http://www.lonelyplanet.com)
	+ Statistics are available from local tourism offices and local government
	+ Department of Statistics.

Websites:o International Tourism Organisationso World Tourism Organisation www.world -tourism.orgo South Pacific Tourism Organisation www.spto.orgo Pacific and Asia Tourism Association (PATA)www.bulafiji.com www.visitsamoa.ws www.tongaholiday.com www.va nuatutourism.com www.visitsolomons.com.sb www.cook-islands.com www.pngtourism.org.pj www.tahiti -tourisme.com |