

## MODULE TOU1050: THE ACCOMMODATION SECTOR

**Level:** Introductory

**Theme:** Accommodation

**Prerequisite:** None

**Module Description:** Students research accommodation options available, discuss basic principles of the accommodations industry, and develop service strategies for handling individual guest requirements.

**Module Parameters:** No specialized equipment or facilities.

**Note:** It is recommended that the student have access to instruction from an individual with formal, specialized training and/or experience in one or more tourism sectors.

### Curriculum and Assessment Standards

Module Learner Expectations	Assessment Criteria and Conditions	Suggested Emphasis
<p><i>The student will:</i></p> <ul style="list-style-type: none"> <li>describe the range of accommodations available to travellers in Alberta</li> <li>develop a basic understanding of business operations in the accommodation sector</li> <li>describe strategies for meeting individual guest requirements and maintaining the well-being of guests</li> <li>identify employment opportunities in the accommodation sector</li> </ul>	<p><i>Assessment of student achievement should be based on:</i></p> <ul style="list-style-type: none"> <li>a written, oral and/or visual <b>presentation</b> demonstrating knowledge of the accommodation sector including accommodation options, terms, price structure, regulatory agencies, emergency equipment and procedures, organization of a hotel and guest services.</li> </ul> <p><i>Assessment Tool</i> <i>Presentations/Reports, TOU1050-1</i></p> <p><i>Standard</i> <i>Achieve a minimum performance rating of 1 in applicable areas of assessment</i></p> <ul style="list-style-type: none"> <li>a <b>problem-solving task</b> in which the student evaluates an accommodation facility from the perspective of a traveller and develops strategies for a facility that accommodates individual guest requirements.</li> </ul> <p><i>Assessment Tool</i> <i>Problem Solving, TOU1050-2</i></p> <p><i>Standard</i> <i>Achieve a minimum performance rating of 1 in applicable areas of assessment</i></p>	<p>50</p> <p>30</p>

**MODULE TOU1050: THE ACCOMMODATION SECTOR** (continued)

Module Learner Expectations	Assessment Criteria and Conditions	Suggested Emphasis
<p><i>The student will:</i></p> <ul style="list-style-type: none"> <li>demonstrate basic competencies.</li> </ul>	<p><i>Assessment of student achievement should be based on:</i></p> <ul style="list-style-type: none"> <li>a career research <b>project</b> in which the student researches employment opportunity in the accommodation sector including a job profile, wages, education and training, opportunity for advancement, personal relevance and other topics as identified by the teacher.</li> </ul> <p><i>Assessment Tool</i>  <i>Research Process: Career Research Project, TOU1050-3</i></p> <p><i>Standard</i>  <i>Achieve a minimum performance rating of 1 in applicable areas of assessment</i></p> <ul style="list-style-type: none"> <li><b>observations</b> of individual effort and interpersonal interaction during the learning process.</li> </ul> <p><i>Assessment Tool</i>  <i>Basic Competencies Reference Guide and any assessment tools noted above</i></p>	<p>20</p> <p>Integrated throughout</p>

Concept	Specific Learner Expectations	Notes
Introduction to the Accommodation Sector	<p><i>The student should:</i></p> <ul style="list-style-type: none"> <li>describe accommodation options available to the traveller</li> <li>match visitor characteristics with various accommodations</li> <li>identify various forms of business ownership in the accommodation sector</li> <li>list different factors that determine the price structure for accommodation properties</li> <li>define and explain the importance of: <ul style="list-style-type: none"> <li>– occupancy rate</li> <li>– average room rate</li> </ul> </li> <li>describe the impact of technology on the accommodation sector</li> </ul>	E.g., franchise, chain, privately owned.

**MODULE TOU1050: THE ACCOMMODATION SECTOR** (continued)

Concept	Specific Learner Expectations	Notes
Introduction to the Accommodation Sector (continued)	<p><i>The student should:</i></p> <ul style="list-style-type: none"> <li>• describe accommodation trends and propose future opportunities</li> <li>• explain the factors that influence success of accommodation properties.</li> </ul>	
Accommodation Regulations	<ul style="list-style-type: none"> <li>• identify regulatory agencies and explain their role in the accommodation sector</li> <li>• explain regulations pertaining to the accommodation sector</li> <li>• interpret house policies that support industry regulations.</li> </ul>	
Safety and Security of the Guest	<ul style="list-style-type: none"> <li>• evaluate sample house policies pertaining to safety and security of the guest including:               <ul style="list-style-type: none"> <li>– confidentiality</li> <li>– security of valuables</li> </ul> </li> <li>• describe procedures and resources available for dealing with common emergencies including:               <ul style="list-style-type: none"> <li>– safety equipment</li> <li>– security personnel</li> <li>– community resources</li> </ul> </li> <li>• describe strategies for maintaining the well-being of guests in a range of accommodation facilities.</li> </ul>	
Providing Guest Services	<ul style="list-style-type: none"> <li>• identify the major departments and supervisory personnel in a large hotel</li> <li>• describe the different guest services provided by various accommodation properties</li> <li>• describe the range of guest requirements for:               <ul style="list-style-type: none"> <li>– a business traveller</li> <li>– a vacation traveller</li> <li>– family special needs</li> <li>– pets</li> </ul> </li> <li>• identify strategies for accommodating special requirements</li> <li>• report on the daily operations of a local accommodation facility.</li> </ul>	<p>Adapt problem-solving task to local community, a specific city or a simulated community. Emphasis is on demonstrating knowledge and designing solutions.</p>

**MODULE TOU1050: THE ACCOMMODATION SECTOR** (continued)

Concept	Specific Learner Expectations	Notes
Employment Opportunities	<p><i>The student should:</i></p> <ul style="list-style-type: none"> <li>• research a variety of occupations in the accommodations sector</li> <li>• prepare a job profile for three occupations in this sector and include:               <ul style="list-style-type: none"> <li>– wages/benefits</li> <li>– duties and tasks of employee</li> <li>– education and training requirements for job entry</li> <li>– opportunity for advancement/entrepreneurship</li> </ul> </li> <li>• describe personal characteristics and skills needed to be successful in the accommodations sector</li> <li>• relate personal interests, values, goals, aptitudes and abilities to career opportunities in the accommodations sector</li> <li>• explain the role of industry training and certification standards in the accommodation sector</li> <li>• identify sources of further education and training for employment in the accommodation sector.</li> </ul>	