

Sustainable Service Management for Hospitality and Tourism

Course Overview and Syllabus

Grade level: 9–12

Prerequisite Courses: None

Credits: 0.5

Course Description

This comprehensive semester-long course covers the principles and practices of sustainable service management. The purpose of this course is to provide students with an understanding of socially, environmentally, and financially sustainable hospitality management. The course provides a sustainable approach to service management, incorporating the role of the customer, employee, leaders, and the environment. After successful completion of this course, students understand and are able to explain the fundamentals of sustainability in the hospitality industry.

Course Objectives

Throughout the course, you will meet the following goals:

- Articulate the importance of customer-centered service in the hospitality industry
- Learn how to empower employees to create sustainable service
- Describe leadership qualities that contribute to a sustainable service environment
- Identify drivers of sustainable success in service businesses
- Understand how green policies and social profit benefit the planet and the bottom line

Student Expectations

This course requires the same level of commitment from you as a traditional classroom course. Throughout the course, you are expected to spend approximately 5–7 hours per week online on:

- Interactive lessons that include a mixture of videos, readings, and tasks
- Assignments in which you apply and extend learning in each lesson
- Assessments, including quizzes, tests, and cumulative exams

Communication

Your teacher will communicate with you regularly through discussions, email, chat, and system announcements. You will also communicate with classmates, either via online tools or face to face, as you collaborate on projects, ask and answer questions in your peer group, and develop your speaking and listening skills.

Grading Policy

You will be graded on the work you do online and the work you submit electronically to your teacher. The weighting for each category of graded activity is listed below.

| Grading Category | Weight |
|------------------|--------|
| Lesson Quizzes | 20% |
| Unit Tests | 20% |
| Cumulative Exams | 20% |
| Assignments | 10% |
| Projects | 30% |
| Additional | 0% |

Scope and Sequence

When you log into Edgenuity, you can view the entire course map—an interactive scope and sequence of all topics you will study. The units of study are summarized below:

- Unit 1:** Creating a Customer-Centered Hospitality Environment
- Unit 2:** Focus On the Empowered Employee
- Unit 3:** Focus On Sustainable Leadership
- Unit 4:** Focus On Sustainable Organizations
- Unit 5:** The Sustainable Future