

# Hotel and Hospitality Practices Speakers and Training



## Georgia Employability Skills Task Force Recommendation No. 3 School Goal 3

- ▶ Develop a framework that defines a continuum of meaningful career readiness experiences.
- ▶ Expand opportunities for students to develop employability skills and career readiness experiences beyond work-based learning, including career exploration and project-based learning, across all grade levels.

### Overview

Woodville Tompkins Career and Technical High School partnered with The Kessler Collection of Hotels and North Point Hospitality to provide students in the school's Hospitality and Marketing program a practical immersion of hotel practices. Following an initial guest speaker experience with the general manager of The Mansion of Forsyth Park, or the Kessler Collection, students engaged in a combination of field trip and guest speaker opportunities. Speakers addressed hotel culture and practices and employment opportunities in the hotel industry as well as provided résumé and interview guidance and support for students. They also used scenarios one might encounter while working in a hotel to provide trainings. During field trips, students received trainings dedicated to hospitality topics, including sales and marketing, housekeeping, food and beverage, profit/loss statements, hotel culture, role playing, and guest service practices.

At the end of the training, students received a certificate of satisfactory completion of the Commitment to Excellence training program. Lastly, The Kessler Collection constructed four luxury hotel rooms, with functioning plumbing and electricity, in the Woodville Tompkins Career and Technical High School to demonstrate what is included in a luxury hotel room and to provide students an authentic opportunity to apply, develop, and demonstrate their new skills.

### Skills Development

During field trips and in-school trainings, guest speakers and teachers covered topics that improved students' hospitality industry employability skills. Examples of tasks students underwent included being placed in teams and trained to set banquet tables as a competition, role playing scenarios that might happen at a hotel, and inspecting hotel room cleanliness and reporting their findings in a group discussion. These tasks gave students experience in communicating effectively, in giving and receiving feedback, in thinking critically, and in becoming a problem solver. Additionally, the banquet and housekeeping activities gave students direct hospitality and customer service experience.

## Audience and Initiative Impact

The target audience of this program was students enrolled in the Hospitality and Marketing program at Woodville Tompkins Career and Technical High School. Approximately 50 students participated in the training activities, which focused on broadening students' knowledge and skillset of the hotel industry. Students who completed their training with The Kessler Collection of Hotels and North Point Hospitality received a certificate verifying satisfactory completion of the Commitment to Excellence training program.

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### Georgia Employability Skills Task Force Recommendations

1. Integrate employability skills into curriculum and learning experiences from prekindergarten through postsecondary education.
2. Support educators and other stakeholders in developing employability skills instruction.
3. Develop deeper and stronger relationships between industry and education to enhance teacher and mentor roles in quality work-based learning and career development opportunities.

To learn more about college- and career-readiness work in the southeast states, please contact Beth Howard-Brown ([bhoward-brown@air.org](mailto:bhoward-brown@air.org)), Southeast Comprehensive Center (SECC) director, or visit the SECC website ([southeast-cc.org](http://southeast-cc.org)).

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