



Recommended Syllabus for Skills, Tasks, and Results Training Curriculum

START	# of sections in chapter	Recommended # of hours needed to teach chapter
Unit 1: Hospitality Orientation		
Ch. 1: Hospitality and Careers	4	7
Ch. 2: Guest Service	4	8
Ch. 3: Professionalism	4	8
Ch. 4: Safety and Security	5	11
Unit 2: Rooms Division		
Ch. 5: Rooms Division	5	9
Ch. 6: Front Desk Representative	5	11
Ch. 7: Reservationist	4	11
Ch. 8: PBX Operator	4	9
Ch. 9: Bell Services Attendant	5	11
First semester total	40	85
Ch. 10: Guestroom Attendant	5	11
Ch. 11: Maintenance Worker	5	11
Ch. 12: Laundry Attendant	4	9
Ch. 13: Public Space Cleaner	5	11
Unit 3: Food and Beverage Division		
Ch. 14: Food and Beverage Division	5	10
Ch. 15: Restaurant Server	5	11
Ch. 16: Banquet Setup Employee	4	9
Ch. 17: Banquet Server	4	8
Ch. 18: Bus Person	4	9
Review for final		8
Second semester total	41	95