

# MODULE 5: EXPLORING HOSPITALITY IN ACCOMMODATION

## INTRODUCTION

In this module, the students explore what the tourism industry looks like in the field of accommodation such as hotels, lodges, guesthouses, hostels and camping. In addition, they will focus on the importance of personal hygiene.

### OVERVIEW



#### Knowledge

- The students learn about the different aspects of personal hygiene and understand some 'behavior rules' when working in the industry.
- The students learn the different types of accommodation and how they suit different travellers.



#### Attitude

- The students understand what kind of attitude travellers are looking for in a service provider and how they can influence getting a good review afterwards.



#### Learning Goals

- In this module the students learn about the do's and don'ts of working in the tourism industry.



#### Skills

- The students are able to recognize the differences in types of accommodation and link these to the needs of different travellers.

SESSION 5A: The importance of personal hygiene

SESSION 5B: Types of accommodation

SESSION 5C: Key ingredients of working in accommodation

### BEFORE YOU START, YOU NEED...

- Markers and pens
- Flipcharts in place
- Large pieces of paper
- Printed student diaries
- Printed reviews for every group of 5 people (print it out about 6 times)



- Preparation time (15 min)
- Training time (3 x 90 min)



# SESSION 5A: The importance of personal hygiene



## Knowledge

- The students know about the different aspects of personal hygiene.



## Attitude

- The students feel good about maintaining a fresh and tidy appearance.



## Learning Goals

- The students become aware of the importance of personal hygiene and how to take care of it.



## Skills

- The students know how to brush their teeth, apply deodorant, and do their hair.

## AGENDA



### Energizer

(10 min)



**Exercise:**  
Top 5 list of personal hygiene aspects  
(25 min)



**Exercise:**  
Presentation on personal hygiene  
(20 min)



**Discussion:**  
Scenarios  
(35 min)



## INSTRUCTIONS

### SAY:

- *All of you have probably slept in places that are not your home. Perhaps it was at the homes of friends or family or in places where you had to pay to sleep such as a hotel, a guesthouse or perhaps even a camping! As you can imagine, accommodation comes in all shapes and sizes. Some properties are big and very expensive, whereas others are more affordable for people with a limited budget. No matter what they look like or how expensive they are, they are all part of the hospitality industry. Today, we are going to explore the industry of hospitality in accommodation. But before we dive into that, we are going to explore a crucial element to any form of hospitality which is the importance of personal hygiene.*



### FACILITATOR'S TIP:

Let one or two people tell their story before continuing.

- *We have all experienced how annoying it can be when people smell badly.*
- *Who of you has a good example of someone smelling so bad that you couldn't stand it?*
- *We'll continue this discussion but first let's have an energizer to get us hot and sweaty.*

## Energizer (10 min)



The Energizer team leads an energizer.

## Exercise: Top 5 list of personal hygiene aspects (10 min)



### SAY:

- *Unfortunately many people don't even realize when they smell, even if you can smell them from far away! Also most people overestimate how clean they are. Many people believe that washing themselves only once a week is not a problem. Well, in the hospitality sector bad hygiene is not acceptable! You cannot even think of how many guests complain about the hygiene of the staff. So let us find out how you can make sure that your personal hygiene is excellent.*
- *Together we are going to make a Top 5 list of the most important aspects to look at when it comes to personal hygiene. Think of using deodorant or having neat hair. Whoever has thought of something that should be included in the list may suggest it and what number it should be on the list. After each suggestion, we will see if the majority of the group believes it should be included. If you believe it should be included, raise your hand. Let us see if we can make an acceptable Top 5 list in 20 minutes!*



### FACILITATOR'S TIP:

Facilitate the exercise so that it doesn't become an endless discussion, but do allow the students to explain why they think they are right. See the facilitator guide about different ways of leading a discussion for some inspiration.



## Exercise: Presentation on personal hygiene (20 min)



See Power Point named 'Personal Hygiene'. Walk the students through the presentation and ask whether it is clear.



### FACILITATOR'S TIP:

When going through the Power Point, ask the students what they see on each slide before starting to explain.

## Discussion: Scenarios (35 min)



### SAY:

- We are now going to look at some situations and recall some of the issues of the presentation to see whether you have understood it. One of you will read a situation out loud and afterwards others will have to comment on how the situation needs to be handled.

**A:** “My name is Isaac. I am a receptionist at a hotel and still live with my mother. Normally she irons my shirt, but now she is out of town. I have never ironed a shirt myself but I have to work today! I have only worn my shirt 3 days in a row, and it is not really dirty. It is a bit wrinkled, but I guess it is not too much of a problem. Let me go to work without ironing it as otherwise I may destroy my shirt!”



### ASK:

- How do you think the situation should be handled?

**B:** “My name is Monica and I have just returned from my family’s village to see my mother. Today I will have to work at my hotel. It was not really convenient to bypass my home, so I took my working clothes with me to my mother’s. In the village we don’t use toothbrushes with toothpaste, but we use a small wooden stick. My manager always tells me “clean your teeth twice and your smile will look nice!” and “Use proper toothpaste or your teeth will go to waste!” However, my mom told me the old ways are just as good. I guess the village way of cleaning teeth is a proper alternative. So let me clean my teeth like that and go to work!”



**ASK:**

- How do you think the situation should be handled?

**C:** “Hi, I am Jonathan. Last night I was partying and I left a little bit too late. I almost overslept and now I realize I smell a lot! As I don’t want to be late for work, I think I can hide the smell by using a double portion of the perfume I normally use. They will still notice me coming from a long distance, but now it is the perfume they’ll smell, instead of my bad odor. You know, as the perfume smells good, the more you use the better!”

**ASK:**

- How do you think the situation should be handled?

**D:** “Hello everyone, my name is Delilah and I need to tell you something! Sarah is my friend and I like her very much! She works at the same reception desk as I do and she is wonderful. She is nice, funny and works really hard. However, there is a problem and I don’t know how to handle it. The thing is: she smells! She is sweaty and her wig always smells like the food she cooked the day before. Today it is chicken, yesterday it was beans. The other time I even heard guests making fun of her behind her back. I don’t want to be a bad colleague and I don’t want to be a bad friend, but I have learned that this is really unprofessional. Should I tell her?”

**ASK:**

- How do you think the situation should be handled?

**E:** “Pff... I really cannot stand my boss! He is such a pain. Sorry, I didn’t introduce myself: I am Marcus. Yesterday I was having a break and was eating my lunch in the back office. It was a bit busy so while I was eating I sometimes had to help at the reception. I understand it and it is not a problem, but you know, where we come from we eat our lunch using our hands. I don’t use a fork and knife when I eat my traditional food! It tastes so much better that way. Of course I wash my hands afterwards, but now I was eating, helping, eating, helping, eating... Now my boss was mad at me for not washing my hands every time! Can he not just try and appreciate my hard work?!”



# SESSION 5B: Types of accommodation



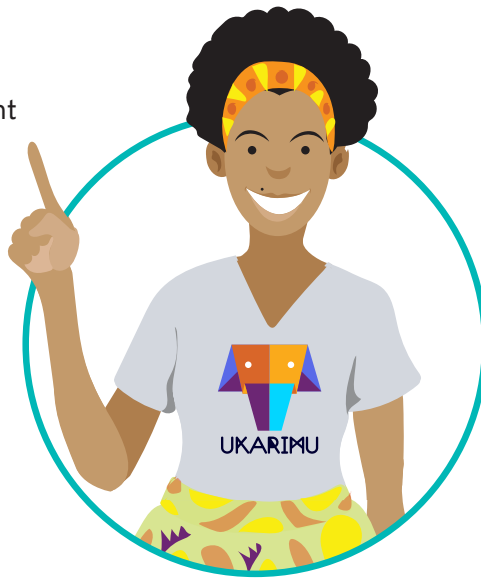
## Knowledge

- The students know different types of accommodation, rooms and price ranges.



## Attitude

- The students are able to adapt to the type of accommodation they work in.



## Learning Goals

- In this session, the students learn about different types of accommodation.



## Skills

- The students learn to recognize the differences in types of accommodation and how to link these to the needs of different travellers.

## AGENDA



### Energizer

(10 min)



### Exercise:

Presentation on types of accommodation

(50 min)



### Exercise:

Quiz me

(30 min)



### SAY:

- *In this session we are going to have a look at different types of accommodation. How can we distinguish a family hotel from a boutique hotel? What services does a five star hotel offer compared to a mid-range hotel? All such questions will be tackled in this session, but first let's have an energizer.*



## INSTRUCTIONS

### Energizer (10 min)



The Energizer team leads an energizer.

### Exercise: Presentation on types of accommodation (50 min)



Present the Power Point presentation of different types of accommodation.



#### FACILITATOR'S TIP:

When you show a picture, ask the students whether they can explain what it is.



#### SAY:

- We are now going to look at different types of accommodation. Each time I show you a picture with a name, I'd like you to tell me if you can explain or guess how it can be described. Feel free to raise your hand, even if you are not sure!

### Exercise: Quiz me (30 min)



#### FACILITATOR'S NOTE:

First ask these questions and let them write the answer in their books individually. Give them a minute for each question. Afterwards, go through the answers as a group.



#### ASK:

- In what type of accommodation would a family of four (two adults and two young children) most likely stay?

#### Answer:

Their budget aside, they are likely to prefer to stay in a place that is child friendly which is a place where children can have fun and has places to eat that are not too fancy. They would like to have a family room if these are available so they are all in one room.

- What do Eco and Green Hotels do to protect the environment?

#### Answer:

They try to minimize their impact on the environment, for example by using only eco-friendly cleaning products and making sure they produce limited waste. They will also try to recycle their waste. All ranges of accommodation can be eco-friendly.



- *What's the difference between a double room and a twin room?*

**Answer:**

*Although both rooms host two people, a twin room has two separate beds and they are suitable, for example, for two friends or two family members. A double room has one big bed and is suitable for a married couple.*

- *Why do people like to stay in hostels?*

**Answer:**

*Hostels are often less expensive than hotels and tend to have a shared space where it is easy to meet other people. Hostels are enjoyed by both younger and older people on a limited budget.*

- *What is the benefit of staying in a chain hotel?*

**Answer:**

*When you are in a new hotel but have already stayed in other hotels of the same chain, you can expect many things to be similar. As a result you can know what quality and service to expect. In some chains, staying in one hotel will lead to getting a discount for staying in other hotels of the same brand.*

- *If you pay USD200 for a double room with a bathroom and a balcony, under which price range does it fit?*

**Answer:**

*It depends a bit on the location of the hotel, but it is probably an upper-midrange or upper class hotel.*

- *What does "full board" mean?*

**Answer:**

*It means that 3 meals are included with the price of the room- breakfast, lunch and dinner. Soft drinks are sometimes included, but alcoholic drinks are extra.*





# SESSION 5C: Key ingredients of working in accommodations



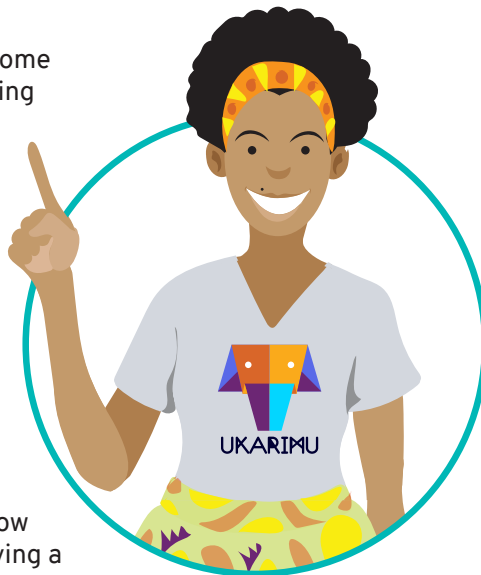
## Knowledge

- The students understand some 'behavior rules' when working in the tourism industry.



## Attitude

- The students understand what kind of attitude travellers are looking for in a service provider and how he or she can influence having a nice review afterwards.



## Learning Goals

- In this session, the students learn about the do's and don'ts of working in the tourism industry. Also the students learn that all reviews are valuable whether they are good or bad.



## Skills

- The students learn to interview others to gain more information.
- The students learn how to behave as employees.

## AGENDA



### Exercise:

Mime the do's and don'ts in hotels  
(20 min)



### Discussion:

Do's and don'ts in the reviews  
(20 min)



### Exercise:

Interview: Do's and don'ts when working  
(40 min)



### Reflection:

Diary  
(10 min)



### FACILITATOR'S TIP:

This session won't start with an energizer because the first exercise is already energizing!



## INSTRUCTIONS

### Exercise: Mime the do's and don'ts in hotels (10 min)



#### FACILITATOR'S NOTE:

For the next exercise, the students are going to mime the different situations. We have 8 situations with do's and don'ts. For each situation, you will need 2 people. They both do the 'do' and 'don't' situation together. The rest of the group has to guess what is happening and which is the do and which is the don't.





#### SAY:

- When working in the tourism industry and working in accommodation there are some do's and don'ts. I am curious to find out if you can recognize some of these behaviours. I have 8 situations that I would like you to mime. Show it in a funny theatrical way. You can make it bigger and funnier! I need 2 people for each situation. I will assign you what you have to mime together and you both do the 'do' and 'don't' in the situation together. The group has to guess what is happening and which one was the 'do' and which one the 'don't' situation.

#### FACILITATOR'S NOTE:

Per situation ask 2 people to come up front and let them read the do and don't of the scenario. Try to keep it short. 1 minute in total for each situation.

	 Do's	 Don'ts
1	Chat with guests to see if they need any of your attention. (The guest is number one priority and they are the ones to chit chat with instead of your colleagues.)	Chat about what you did the night before with your colleagues.
2	Leave the job alone for a minute and help the client first.	Tell a client to wait until you're ready with a silly job (such as folding napkins).
3	Be proactive and ask if you can help with carrying their bags.	Wait until the client asks you to help carry their bags.
4	Leave your phone somewhere safe in a locker or if you can't put it away somewhere safe, turn it off or on silent but DON'T use it while you are working!	Use your phone for private matters during work
5	Wash your hands every time (after the toilet, after taking out the trash and before you touch food).	Leave the toilet without washing your hands.
6	Communicate quietly with your colleagues to ask if they can assist you with something (a relaxed atmosphere is key in a hotel, shouting is a big no-no)	Shout to one of your colleagues if you need their help.
7	Use a strong and clear voice.	Speak too quietly.
8	Be proactive and ask the guest in a professional and polite way to confirm their order again.	Be afraid to ask a guest a question if something isn't clear in their order etc.



## Discussion: Recognizing do's and don'ts in the reviews (30 min)



### PREPARE:

- Print out the attached reviews for every group of 5 people.



### FACILITATOR'S TIP:

See the facilitator guide about different ways of leading a discussion for some inspiration.



### SAY:

- When you work in accommodation, it is very important to make sure you behave in a very positive and correct way. Often travellers leave reviews which can make other people choose your accommodation to stay at or not. Reviews of your travellers are very important! For this next assignment I want to read you 2 different reviews. Each review has some right and wrong behaviour. I want you all to listen to it when I read and then in groups of 5 discuss what you think are the behaviors that made the experience good or bad.



### FACILITATOR'S NOTE:

Now read both reviews and make groups of 5 people. Give them one piece of the review per group and let them discuss what the 'do's & don'ts' in the reviews are. (You can find them underlined in the attachment on the last page).

## Interview: Do's and don'ts when working (40 min)



### FACILITATOR'S NOTE:

For this session, you have to find out who is already working somewhere in the Tourism industry. Let the students make groups with 1 person that has experience in working in the tourism field and 2/3 people that are inexperienced. They will interview the one with experience about the do's and don'ts in working. Let the groups prepare questions for the first 10 minutes. Then interview the experienced people for about 15 minutes. Use the rest of the time to share with the group all of the 'do's' and 'don'ts' of working in the Tourism industry.





**SAY:**

- In this session we will make groups with 1 person with experience in the tourism industry and 2 or 3 people that are inexperienced. Can you raise a hand if you have experience in working in the Tourism industry? I want you to try to find out what it is like working in the tourism field. You will get some time to prepare some questions. Afterwards you will present your findings to the rest of the class. Prepare at least 6 questions. Think of questions like “What do you like about your job?” or “What tips do you have for us to start working in this industry?”



**FACILITATOR'S NOTE:**

*In case they have difficulties, here is a list that can help:*

- *How long have you been working here?*
- *What is your position here?*
- *Do you have some examples of the challenges you face during your job?*
- *What do you love most about your job?*
- *How did you get started here?*
- *Can you give an example of a difficult situation you had with a client and how you solved it?*
- *Do you consider ever switching jobs?*
- *What tips do you have for us to start working in the hospitality industry?*

## Reflection: (10 min)



**SAY:**

- We have learned a lot today. Why don't you spend some time reflecting in your journals.



### What a lovely service - best experience ever! ★ ★ ★ ★ ★

I stayed at the Grand Royale for one week in September. It was my first time in the country. My plane was delayed for 5 hours and my luggage did not arrive at the airport and I was so stupid not to put my charger in my hand luggage and my phone was finished. So here I was, for the first time in the country, having no clean clothes, having no phone and being very tired! When I finally arrived in the hotel I was almost having a breakdown.

The lovely young man at the reception, named Isaac, did exactly what you would hope such a person would do. He offered me a complimentary glass of juice, listened to all of my stories full of self-pity and told me that from now on, everything would be fine. They were going to make the necessary phone calls to make sure the luggage would be in the hotel as soon as possible, they had the right phone charger that I could use and wondered if I still liked some dinner (even though the restaurant was already closed).

The room was perfect: spacious, quiet and it had a great view. The food was simple, but well-prepared. Without exceptions, the staff was polite, always in a good mood and did everything throughout the week to make me feel at home. Luckily, already on the second day, Isaac brought my luggage to the room!

I would highly recommend the Grand Royale to anybody – and Isaac needs to get a raise! I would give it five stars, but only because six stars is not an option.



## There is only 1 thing that is even more terrible than the room: the receptionist ★

Yesterday I checked out from the Grand Royale. Every bit of it was terrible. This place should be closed as soon as possible. I really felt like I was treated as a criminal so after 1 day I decided that this hotel wasn't worth a single penny so I moved to another hotel which is so much better. Let me explain what went wrong. The short story is: EVERYTHING!!

The long story is: it was my first time in the country. But as my flight was delayed and my luggage did not arrive, I was very tired and frustrated when I arrived. The receptionist called Isaac was truly an idiot who seemed to be more interested in texting his girlfriend than trying to give me a good experience. It started as soon as I arrived. As I have some problems with my knee I wanted to make use of the elevator instead of taking that little stairs up to reception. This idiot clearly saw me trying to use the elevator, but only after 3 minutes did he say that it wasn't working. No greetings, no sorry, no nothing. Only "it's not working!"

So I had to take the stairs and when I finally arrived at the reception desk he mentioned that because I was late, they only had a single room for me, even though I booked a double and paid for it. I decided not to make a fuss because I was tired and in need of a room. I explained to him that my flight was delayed and that I did not have my luggage. He wasn't paying attention, but only said a simple "sorry" and continued minding his own business. I had to fill in a long form and had to pay a deposit even though it was stated nowhere on the website. I had to pay it right away, but he clearly seemed annoyed that I only had large bills. He told me he would give me back my balance the next day, but it meant that I had no more cash on hand.

When I asked him if I could still have some food, he said "no". When I asked him if he knew of any nearby restaurant that was still open he also said "no". What kind of help is that?? When I asked him for a charger for my phone he even sighed and said "no".

The room was small, smelly and the hot water was not working. I was very hungry and thirsty and frustrated as I longed for a good sleep even more. To finish the story in style I couldn't sleep because the neighbors were making too much noise!

I have slept in many hotels in my life, but this one was the worst. I'll rate it 1 star, only because 0.5 stars is impossible.

