**Public & Human Services Core Communication Culminating Project**

Students in the Public & Human Services (PHS) Core will finish the communication unit with a problem solving project that will require students to demonstrate mastery of the knowledge and skills targeted in the PHS Core standards. Mastery of the PHS Core standards will help students succeed in the cluster course (Explorations in Education, Culinary I and Hotel Operations) as the progress through the program of study.

Standards

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| Benchmarks | Concept | Students will be able to… |
| PCO-1.1 | Organizational Systems | Determine roles & responsibilities of those in the structure and how the interact with one another. |
| PCO-1.2 | Processes and Procedures | Develop protocol to create consistency and manage efficiency. |
| PCO-1.3 | Delivery of Internal & External Service | Provide service excellence to both internal and external customers. |
| PCO-1.4 | Technology | Choose appropriate technology to effectively deliver service. |
| PCO-2.1  & 2.2 | Written Communication | Use industry terminology and English mechanics to communicate in the appropriate context through written messages. |
| PCO-2.3 | Oral Communication | Use active listening skills as well as industry terminology and English mechanics to articulate a message. |
| PCO-2.4 | Interpersonal Communication | Use interpersonal skills and strategies to develop and maintain relationships. |
| PCO-2.5 | Interaction with Clients | Use critical thinking to implement problem solving and conflict resolution strategies. |

Scenario

You and your team members have been asked to consult for Motley, an independently owned restaurant located in a luxury hotel in Waikiki. Motley, while it is an upscale restaurant, is known for being family-friendly. Management at Motley has noticed that some of their employees are lacking the service skills needed to accommodate the wide range of customers. They also feel that to ensure consistency every employee, regardless of position, experience, or level of ability; should go through training.

The following are issues that management would like to be addressed:

* Handling customer complaints
* Employees taking their service to the next level – going above and beyond what is expected
* Providing service to meet the needs of different demographics
* Safety and healthy behavior practices as the affect the level of service

Task

As a team you need to develop a training manual that takes into account:

* The appearance, quality and delivery of the food are a part of the service.
* Location – evaluate how the hotel operates to determine if Motley is consistent with every aspect (front- and back-of-the-house) of the hotel’s services.
* What is the best way to offer the training course to the employees?
  + How do you address the needs of all the learners?
  + How do you help the employees to gain a deep understanding of the concepts?

Grading

Students will need to complete the following deliverables:

* A hard copy of the team’s training manual
* 5-10 minute oral presentation that outlines the team’s training manual and strategies for implementation

Students will be graded using teacher generated rubrics that are based on the standards.