

## **CSP Hospitality Philosophy Activity**

### **Objectives**

In this activity students will create a philosophy of hospitality.

### **Standards**

IT-IDT-1.3 Exhibit critical thinking and problem solving skills to locate, analyze and apply information in career planning and employment situations.

### **Project Time**

This project will take about 1 hour to complete.

### **Ethics Statement**

Students will model work readiness traits required for success in the workplace including teamwork, multitasking, integrity, honesty, accountability, punctuality, time management, and respect for diversity.

### **Project Details**

Students will develop a philosophy of hospitality for customer service.

Students will define hospitality and philosophy.

Students will write a philosophy statement.

### **RUBRIC**

50 points – Completed worksheet

20 points – Definitions are accurate.

20 points – Philosophy statement is thorough

10 points – Spelling and grammar are correct

# My Hospitality Philosophy

## By Stephanie

Definitions:

*Philosophy*: 1. A pursuit of wisdom. 2. A theory of underlying or regarding an activity or thought. 3. The most general beliefs, concepts and attitudes of an individual or group.

*Hospitality*: 1. The act, practice, or quality of being hospitable (friendly and kind to guests).

Write your own hospitality philosophy. What does all this customer service training really mean to you? How will you incorporate these thoughts into your future and why will these skills make you a better worker and citizen? Why is this important?

Guidelines:

- No more than 300 words.
- Presented in a creative format (pictures, photos, color, etc). (optional)
- Correct grammar and spelling.
- Typed or not—be creative and have fun with this!

I believe that it is important to be friendly to all customers. Angry or happy, pleased or disappointed. The future of the company is built on how people see the employees more than on mistakes or successes in business.

**Feedback:**

Your definitions are accurate but you could put more detail in your statement. 85%.