**Etiquette for hospitality**

**TS 1 (60 Hours)**

**Course Description:**

This course covers social skills needed to effectively interact within organizational and customer situations. Topics include general social manners, personal appearance, table manners, restaurant and meeting etiquette, and business interaction. Upon completion, students should be able to function with confidence in various social, cultural, and professional situations. Students will get savvy tips for making polite conversation, minding their manners at the workplace and during meals, behaving at off-site events, handling ethical dilemmas, and conducting international business.

**Learning Outcomes:**

After the completion of this course, the student should discover how to:

* Make a great first impression.
* Meet and greet with ease.
* Enhance the good communicator in you
* Deal with difficult personalities without losing your cool.
* Give compliments and offer criticism.
* Project a professional body language
* Avoid conversational faux pas.
* Deal with different etiquette dilemmas
* Discover the various dining etiquette and table manners
* Learn about social and hospitality protocols

**Topics to Cover:**

**Part I: The Keys to Success**

**Chapter 1:** Why is Etiquette Important?

**Chapter 2**: The Ethical You

**Chapter 3**: Dress and Grooming

**Part II: Building Better Communication Skills**

**Chapter 4:** Conversations: the good the bad and the awkward

**Chapter 5:** Improving Your Telephone Manner

**Chapter 6:** Communicating electronically (Including the proper use of social media)

**Chapter 7:** Projecting Professional Body Language

**Part III: The job Applicant**

**Chapter 8**: The job Search

**Chapter 9:** Make your Professional Resume

**Chapter 10:** At the Interview

**Part IV: Manners at Work**

**Chapter 11:** You and your coworkers

**Chapter 12:** You and your supervisors

**Part V: Dealing with Various Social Occasions**

**Chapter 13:** Dining etiquette

**Chapter 14:** Table Manners (Hospitality focus)

**Chapter 15:** Social Protocols (Hospitality focus)

**Chapter 16:** Adjusting your cultural lens