



HOSPITALITY PROFESSIONAL COURSE (HPC)

Course Overview and Syllabus

Overview

The Hospitality Professional Course (HPC) consists of a series of self-paced online seminars and activities that have been created for students who are studying or currently working in the hospitality industry. The overall purpose of the HPC course is to enhance your career and professional development skills. The topics and activities in the HPC are designed to inspire you to deliver service excellence by developing an “a ha!” **A**mazing **H**ospitality **A**ttitude!

No matter what your level of education or extent of work experience may be, there is always something more to learn and strive for that will benefit your professional career. AHA’s industry-focused professional seminars and activities emphasize the development of both personal and professional leadership traits needed to be successful in the hospitality industry, regardless of one’s rank or position.

The Hospitality Professional Course (HPC) provides the foundation for a successful experience and hospitality career by:

- Focusing on employability traits deemed essential by the industry
- Emphasizing personal leadership development
- Developing an understanding of other cultures, traditions and beliefs, to perform more effectively in a multicultural workplace

Getting Started!

Personalized World Campus Login

Your school faculty member will give you directions on how to register for your first course and add on more courses as you advance through the AHA World Campus program. You are only allowed one login. If, at anytime you forget your login, your faculty member can help you retrieve it.

On your first-time logging in you will be asked to complete additional registration steps. These steps allow you to create a password, select a student avatar picture, review our honor code and watch the World Campus Orientation. This orientation will help you learn about AHA, our overall course goals and how to navigate the system. Once you have watched the orientation in its entirety, you then will be given full access to the World Campus system and your courses.

Home Page

Each time you login to AHA World Campus, you will be taken to the homepage. This is where you can access your course, transcript, additional professional development activities and our daily “aha Moments” designed to inspire an **A**mazing **H**ospitality **A**ttitude.

Help Desk

You will also find the Help Desk on the homepage. If you have any concerns or questions, please complete a Help Desk form and it will be sent to the AHA Training and Development team. Please allow 24 hours to receive a response.

Transcript

The Transcript tab allows you to view your current progress in all AHA World Campus courses and is also where you will find your course certificate upon successful completion of the course.

AHA World Campus Course Curriculum

Curriculum (AHA Course)

On the homepage you will find the curriculum tab up at the top navigation bar and in the box labeled **Get Ready**. Click on these tabs and you will be taken to your course to begin or continue. There are 10 HPC modules. Each module will contain the following activities, which are explained in more detail below:

- ✓ HPC Seminar(s)
- ✓ Seminar Assessment Quiz
- ✓ Skill Builder Activities
- ✓ Online Discussions
- ✓ “a ha!” Moments

Seminars

When you click on “Seminars,” you will find a corresponding seminar for each module. These are a series of self-paced, interactive sessions. Each seminar is voiced over, so make sure the volume of your computer is turned up. You can click pause at any time and replay a previous slide by using the seminar navigation system. We encourage all participants to take notes and use these as study material for the final exam.

Quizzes

Once you feel confident with the knowledge presented in the seminar, you are now ready to take the corresponding quiz. Click on “Quizzes” and select the quiz that is in the same Module folder as the seminar you watched. You will have **ONLY two attempts** to pass each quiz with a passing grade of **70%**. If you feel you need to retake a quiz, please discuss it with your school faculty member.

Skill Builder Activities

The skill builder activities allow students to put theory into practice and build on the knowledge and skills gained from the seminars. There will be a corresponding Skill Builder for each Module. Click on the Module and follow the instructions. **Each Skill Builder is worth 5 points.** Students receive 5 points for completing them and 0 points for an incomplete activity.

Online Discussions

The discussion forum allows students to reflect on their experiences and share these experiences with fellow students and instructors. There will be a corresponding Discussion for each Module and they are worth 5 points each. Click on the Module and reply to the various discussion posts. Students are required to post a reply and one response per discussion in order to earn the 5 points.

Examinations

One examination will be given for this course. The final exam will appear in Module 10 after you have finished with that module’s activities. Before taking your final exam, you will be asked to complete a course evaluation to help AHA further enhance our system and courses.

Please note that your final exam is automated and **ONLY** come on when you have completed ALL activities. Each module must have all green checkmarks in order for the final assessment to be activated.

Grading and Special Designation

A student must have a minimum grade of 70% to earn the AHA World Campus course certificate from AHA World Campus. **NOTE:** The AHA World Campus course grade may differ from your final school grade as your school may have a different grade criteria and percentage allocation. The grade from your school is the official grade that will be seen in your Transcript of Records. Students who receive a final grade of 93% or higher will receive a special citation from the American Hospitality Academy.

Your final grade in the course will be computed based on the following criteria and weight distribution, for a total of 100%.

Grading Scale

Quizzes:	25%
Final Exam:	25%
Activities:	50% (Online discussions and skill builders make up this percentage)

“a ha!” Moments

At the end of each seminar, you will be asked to watch what we call an **“a ha!” Moment**. What is an “a ha!” Moment? It is a mini lesson within the lesson that allows you to reflect on what you have learned and inspires and motivates you to continue to embrace the **Amazing Hospitality Attitude!**

Career PREP- A virtual Career Guidance Center

Career PREP gives AHA World Campus participants the opportunity to gain additional professional development skills by creating a personalized “virtual” Career PREP Portfolio. Through engaging workshops and activities, you will have the opportunity to develop a Career PREP Portfolio to carry with you when you head out into the world. The four career prep badges include:

Service Excellence

The difference between ordinary and extraordinary is that little bit extra. Think about what type of guest service provider you want to be. Will you create positive and lasting memories in your guest interactions? Will you choose to make a difference? This workshop will show you how to deliver exemplary guest service in the workplace.

Smart Goals

The ultimate objective of goal setting is to be proud of the person you see when you look in the mirror. Your goals represent what is important to you, and what you want to get out of life. It is these goals that help motivate you to accomplish the things that matter.

Resume & Cover Letter

An excellent resume has the power to open doors. In this Career Prep workshop, you will learn the latest resume and cover letter techniques that will allow you to stand out and grab the attention of your desired employer. You will increase your chances for getting a great job in the field you love.

Interview Skills

This badge activity provides you the opportunity to personally practice the interview process by answering the Top 20 questions that applicants are typically asked during a job interview. Once you answer a question, sample answers are provided.

Appendix 1

Module Descriptions

Module 1 Attitude

It's not your aptitude but your attitude that determines your success—in school and beyond. A positive attitude is the foundation of both life and career achievement. This seminar will inspire you to develop an attitude of gratitude—one that sees challenges not as obstacles, but as opportunities for growth. You'll discover how your outlook shapes your outcomes, and how giving your best in extraordinary ways leads to extraordinary rewards. *After completing this module, participants should be able to:*

- Define a positive attitude and explain how it impacts you, your family and your classmates.
- List ways to improve yourself and improve your attitude.
- Discuss the importance of a positive self-esteem and identify ways to build your self-esteem.
- List and describe the eight guidelines for developing a positive attitude.

Module 2 Character

Good character doesn't just happen—it's built through the choices we make every day. In this seminar, you'll discover the value of developing strong character traits and how they shape success in the workplace. You'll also learn to recognize the behaviors and attitudes that can hold you back, both professionally and personally.. *After completing this module, participants should be able to:*

- Explain the importance of developing positive character traits.
- Identify desirable character traits and explain how they can be used in life and career.
- Recognize problematic character behaviors that can cause difficulties.
- Discuss the one guideline or rule that you can use to help build your character

Module 3 Diversity and Cultural Awareness

Cultural understanding begins when we stop judging others by our own values.

This seminar invites you to explore cultural differences to better understand why people think and act the way they do. By appreciating these differences, you'll learn how to communicate, collaborate, and build stronger connections across cultures—bridging gaps instead of widening them. *After completing this module, participants should be able to:*

- Discuss the importance of understanding diversity and cultural awareness in today's world.
- Explain cultural diversity and diversity in general.
- Describe the negative impact of prejudices, biases and stereotyping.
- Identify the guidelines to understanding and celebrating diversity.

Module 4 Communication and Listening

Effective communication means ensuring your message is clearly understood—through both words and actions.

This seminar explores verbal and nonverbal communication skills and the key elements needed to express yourself with clarity and confidence in school, work, and everyday life. *After completing this module, participants should be able to:*

- Explain the importance of good communication.
- Explain the three “V’s” of interpersonal communication.
- Identify the ten listening blockers that breakdown communication.
- Identify ways that you can send strong verbal and nonverbal messages.

Module 5 Appearance and Etiquette

It takes only 30 seconds for others to form lasting impressions of you. This seminar highlights the importance of personal appearance, grooming, hygiene, and etiquette—and how these factors shape the way others perceive your character and professionalism in everyday life. *After completing this module, participants should be able to:*

- Discuss the importance of a positive first impression.
- Identify the key tips for impeccable appearance.
- Define Etiquette.
- Explain the importance and impact of etiquette.

Module 6 Time Management

Time is one of your most valuable resources. This seminar will show you how to manage it wisely so you can achieve more, reduce stress, and create balance in your personal and professional life. You'll learn practical strategies for prioritizing, delegating, and increasing your efficiency every day. *After completing this module, participants should be able to:*

- Understand the importance of good time management.
- Explain the importance of goal setting in order to manage your time more effectively.
- List the five guidelines for managing yourself and time more effectively.
- Understand how self-management plus time management equals life management.

Module 7 Teamwork

True success happens when the whole is greater than the sum of its parts. While individual achievement matters, organizational success depends on teamwork. This seminar explores how you and your team can work together to demonstrate the “A ha!”—Amazing Hospitality Attitude—that create excellence in any school, organization, or workplace. *After completing this module, participants should be able to:*

- Discuss the importance of teamwork in order for an organization to perform effectively.
- Identify the skills needed when developing effective teams.
- Explain the importance of respecting and valuing team members' differences in the workplace.
- Identify steps to follow for building a successful team.

Module 8 Critical Thinking and Problem Solving

Critical thinking is one of the most powerful Career and Life Essentials tools you can possess. Good thinking deepens your understanding of the world and your role in it. In this module, you'll learn to think critically by asking thoughtful questions, staying curious, and developing your own point of view—skills that will help you make better decisions, solve problems, and communicate with confidence. *After completing this module, participants should be able to:*

- Define the term “critical thinking.”
- List and explain the six core skills of critical thinking.
- Explain what it means to think independently
- Understand the 10 steps of problem solving

Module 9 Work Ethics

A strong work ethic speaks louder than words. This module highlights the importance of developing solid principles and habits now—because employers notice them later. You'll discover how a good work ethic can be the key factor in achieving success both in the workplace and in life. *After completing this module, participants should be able to:*

- Define work ethic.
- Understand the importance of having good work ethics.
- List ways to improve your work ethics
- Describe the negative impact of having poor work ethics.

Module 10 Personal Leadership

True leadership starts from within. In this final module, you'll discover that leadership isn't about titles or special talents—it's about your daily actions and interactions with others. You'll learn how to become a little “I” leader – a leader who demonstrates character, integrity, and influence in everything they do. *After completing this module, participants should be able to:*

- Begin thinking what difference you want to make in your life and career.
- Understand the difference between a Big “L” leader and little “I” leader.
- Understand that your overall choices you make today defines your future.
- Explain why leadership is action and not a title or position.