

Hospitality Assignment II

Your Secret's Safe With Me

• Reading a Pledge of Confidentiality

Assignment Summary

In this assignment, the learner will

- infer or research word meanings
- brainstorm and rehearse orally questions that might be asked about the company's policy and procedures
- write questions down.

Prior Knowledge

- **Essential Skills**
- **LBS Levels**
- How to infer or research a definition
- Practise posing questions

Teaching Planning Notes

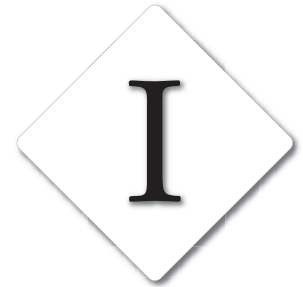
- Use the *Waterloo Inn* "Pledge of Confidentiality"
- Prepare to take learners on a tour of locations in which they can imagine scenarios related to the policies and procedures listed on the "Pledge of Confidentiality." Alternatively, collect pictures or slides that could serve to contextualize items on the forms

With learner

- Take learners on a limited tour of the facility in which learning occurs. Alternatively, use slides or pictures as prompts for questions pertinent to the "Pledge of Confidentiality" form
- In appropriate locations, e.g., the office, cafeteria, First Aid Station, guide the learner in imagining situations that might arise pertaining to the list of policy and procedures. Use these situations to speculate about things new employees should know
- A graphic organizer might help learners take notes during this tour

Achievement Indicators

- Converts headings into questions (interrogative sentences)
- Highlights headings requiring the circling of options
- Identifies learning on self-achievement chart



FOCUS ON LEARNING

ESSENTIAL SKILLS

	Complexity Levels				
	1	2	3	4	5
Reading Text	██████████				
Document Use	████				
Writing	████				
Oral Communication	████				
Thinking Skills	██████████				
Working with Others					

LITERACY AND BASIC SKILLS

	LBS Levels				
	1	2	3	4	5
Communication					
Read with Understanding	██████████				
Write Clearly	██████████				
Speak and Listen Effectively	██████████				

Self-Management and Self-Direction

Concentration and Memory	
Problem Solving	
Self-Assessment	
Self-Confidence	
Thinking Skills	
Time Management and Organization	
Working with Others	

Ontario Curriculum Linkages

Ontario Secondary School Literacy Course, Grade 12 (OLC40)

Building Reading Skills – Overall Expectations

- BRV.03 – demonstrate understanding of the content and meaning of informational, narrative, and graphic texts that they have read using a variety of reading strategies

Reading and Responding to Texts – Specific Expectations

- BR1.04 – use oral language skills, in English or a first language, to support and enhance their reading experiences (e.g., by activating and building on prior knowledge through small-group discussion; by asking questions to gather relevant information before reading or to clarify instructions for reading tasks)

English, Grade 11, College Preparation (ENG3E)

Literature Studies and Reading – Overall Expectations

- LSV.01 – read and demonstrate an understanding of a variety of informational and literary texts from Canada and other countries, with an emphasis on identifying and explaining information, ideas, and issues

Understanding the Meaning of Texts – Specific Expectations

- LS1.04 – describe a variety of reading strategies and use them to understand specific texts, with an emphasis on previewing table of content, headings, illustrations, photographs, captions, and charts; forming questions about difficult sections of text; and using graphic organizers to record information

Your Secret's Safe With Me

Completing a “Pledge of Confidentiality”

Because hotel employees may be privy to information that should not be shared publicly, new employees are often asked to sign a “Pledge of Confidentiality.”

You have just been given such a form. Because these forms are legal contracts, it is important that you read it with understanding before you sign.

1. Complete the following chart. Use a dictionary, the Internet, or another source of information if necessary to complete the right-hand column.

Example	Word	Your explanation of the word's meaning
<i>Americans pledge allegiance to the flag.</i>	Pledge	
<i>Doctor's records are confidential.</i>	Confidential	
<i>If you're not paying attention, you may inadvertently dial an incorrect number.</i>	Inadvertently	

Completing a “Pledge of Confidentiality” (cont’d.)

2. Because these documents are important legally, it is important to ask about items you might not understand.

For example, you might ask the following about “3 Month Probation”:

- Why does every new employee begin with three-month probation?
- What does probation mean?
- Will my pay change when the three-month probation ends?

Choose one item from the list of policy and procedures. Role-play with your instructor. Your instructor is your new manager and you are the new employee.

- (a) Orally try out two or three questions you might ask about the item.
- (b) Choose one of your oral questions. Write it in the space below.
- (c) Repeat this procedure for the second item from the policy and procedures list.
- (d) Show your questions to your instructor.



The WATERLOO INN & Conference Centre

PLEDGE OF CONFIDENTIALITY

The Declaration:

Regarding protection of confidential information, I _____ have been made aware of the confidential nature of information concerning clients, hotel personnel, financial statements, statistics, and other confidential information. Whether or not such confidential information may be available to me in the normal performance of my duties, occasionally or inadvertently, the confidentiality will be respected.

I will exercise all reasonable care and caution in protecting printed or written confidential information from casual observation, unauthorized perusal or other abuse.

I also understand that confidential information which shall be disclosed to me or which may come to my knowledge may not be divulged, unless required in the performance of my normal duties.

Signature _____ Witness _____

Date _____

I understand the following policy and procedures:

- 3 Month Probation
- Pay Periods & Cheques
- Meals & Breaks
- Use of Facilities
- Sexual Harassment
- Health & Safety
- First Aid
- Procedures for Injury to a Worker
- Accident Reporting
- Return to Work
- Confidentiality

Date _____

Name _____ Employee # _____

Signature _____

