

REPUBLIC OF ZAMBIA
MINISTRY OF EDUCATION

HOSPITALITY MANAGEMENT

COMPREHENSIVE CBC TEACHING NOTES

Secondary Education — Ordinary Level, Forms 1

Competence-Based Curriculum (CBC) | Aligned to Zambia 2023 Curriculum Framework

SUBJECT
Hospitality Management

LEVEL
Ordinary Level (Forms 1)

CURRICULUM
CBC 2023 Framework

These teaching notes cover all topics, sub-topics, specific competencies, and learning activities as prescribed in the Hospitality Management Syllabus.

How to Use These Teaching Notes

These notes are written for teachers of Hospitality Management at Ordinary Level under Zambia's Competence-Based Curriculum (CBC). They are designed to be learner-centred, practical, and directly aligned to the 2023 syllabus. Each section follows a consistent structure:

Topic & Competence	States the main topic, sub-topic, and specific competence being developed.
Learning Outcomes	What learners will know, be able to do, and appreciate by the end of the lesson.
Key Concepts	Core vocabulary and ideas explained clearly with Zambian examples.
Starter Activity	A short (5–10 min) activity to activate prior knowledge and engage learners.
Main Learning Activities	Step-by-step learner tasks, teacher facilitation notes, and discussion prompts.
Worked Examples	Concrete demonstrations of skills with full step-by-step solutions.
Real-Life Link (Zambia)	How the content connects to daily life and the Zambian hospitality industry.
Assessment Questions	Formative and summative questions — short answer, practical, and higher-order.
Differentiation	Support strategies for weaker learners and extension tasks for stronger ones.

CBC Principle: Learning is most effective when learners DO things. Encourage group work, demonstrations, role-play, and field visits wherever possible.

TOPIC 1.1: INTRODUCTION TO HOSPITALITY

Sub-topics: Historical Overview | Traditional & Modern Practices | Benefits | Departments

Sub-Topic 1.1.1: Historical Overview of the Hospitality Industry

Specific Competence: Demonstrate understanding of the historical background of the hospitality industry.

Learning Outcomes

By the end of this sub-topic, learners should be able to:

- Describe key sectors of the hospitality industry using correct terminology.
- Trace the history of hospitality from ancient times to the present.
- Explain the link between hospitality and tourism.
- Identify job and career opportunities in the hospitality industry.

Starter Activity (10 minutes)

Think-Pair-Share: Ask learners: 'Have you ever stayed in a hotel, eaten at a restaurant, or attended a large event? What made that experience good or bad?' Allow 2 minutes to think, 2 minutes to share with a partner, then collect responses as a class.

Key Concepts: What Is the Hospitality Industry?

The hospitality industry is a broad category of businesses that provide services to guests and customers. It includes any service that offers accommodation, food and drink, entertainment, and recreation to people away from home.

Hospitality	The friendly and generous reception and entertainment of guests, visitors, or strangers — professionally delivered in a business setting.
Tourism	Travel for recreation, leisure, religious, family, or business purposes. Hospitality and tourism are closely linked — tourists rely on hospitality services.
Accommodation	Places where guests can sleep and stay, such as hotels, lodges, guest houses, and resorts.

Food & Beverage	The sector covering restaurants, bars, cafes, catering, and room service.
Recreation & Entertainment	Services that provide leisure activities — game parks, casinos, sports facilities, spas.
Event Management	Planning and coordinating events such as conferences, weddings, and festivals.

History of the Hospitality Industry

Era	Key Developments in Hospitality
Ancient Times	Travellers relied on private homes and religious institutions (temples, monasteries) for shelter and food. Greek and Roman empires developed early 'inns' along trade routes. Bathing houses and taverns appeared in Rome.
Middle Ages (500–1500 AD)	Crusades and pilgrimages increased travel. Monasteries provided hospitality. 'Guildhalls' and coaching inns developed in Europe. Caravanserais (roadside inns) appeared along Silk Road trade routes in the Middle East and Central Asia.
Renaissance (1300–1600)	Growth of trade and merchant travel led to proper lodging houses. Concept of customer service began to develop. Taverns became social gathering places in Europe.
Enlightenment (1700s)	Grand Tour travel among wealthy Europeans created demand for high-quality accommodation. Coffee houses proliferated. First purpose-built hotels appeared (e.g., City Hotel, New York, 1794).
Industrial Revolution	Railways expanded travel. Hotels grew larger and more commercial. Thomas Cook organised the first package tour (1841). The Ritz Hotel (Paris, 1898) set standards for luxury.
Modern Era (20th–21st C)	Aviation transformed tourism. International hotel chains emerged. The internet enabled online booking. Zambia developed its own hotel and tourism sector alongside national parks and safari tourism.

Link Between Hospitality and Tourism in Zambia

Tourism and hospitality depend on each other. When tourists visit Zambia to see Victoria Falls, the South Luangwa National Park, or Lake Kariba, they require hospitality services to make their visit possible and comfortable.

Tourism Activity	Hospitality Service Required
Safari tours in Kafue National Park	Lodges, bush camps, restaurants, guiding services

Victoria Falls visit (Livingstone)	Hotels, tour operators, restaurants, activity providers
Business conferences in Lusaka	Conference hotels, catering, transport, event management
Religious pilgrimages	Guest houses, community accommodation, catering
Cultural festivals	Event management, food stalls, accommodation

Career Opportunities in the Hospitality Industry

The hospitality industry offers a wide range of careers. Below are some key roles:

Career	Description
Hotel Manager	Oversees all hotel operations — staffing, guest services, budgets, and quality control.
Receptionist	First point of contact for guests — handles check-in/check-out, reservations, and enquiries.
Chef / Cook	Prepares meals in hotel, restaurant, or catering environments. Specialisations include pastry, grill, and head chef.
Event Coordinator	Plans and manages events such as weddings, conferences, and concerts.
Entrepreneur	Owns and runs a hospitality business — e.g. a guest house, catering company, or event hire business.
Housekeeper	Responsible for cleanliness and presentation of rooms and common areas.
Food & Beverage Manager	Manages restaurant and bar operations, staff, menus, and costs.

WORKED EXAMPLE: Writing a Career Profile

1. Choose a hospitality career you find interesting — for example, Hotel Manager.
2. Research what this person does daily: scheduling staff, inspecting rooms, meeting guests, managing finances.
3. Identify the qualifications needed: a diploma or degree in Hospitality Management, experience in various departments.
4. Describe the work environment: typically a hotel — may involve long and irregular hours including weekends.
5. Write a brief career profile paragraph: 'A Hotel Manager oversees the day-to-day running of the hotel. They ensure that guests receive excellent service, that staff perform their duties, and that the hotel operates within budget. To become a Hotel Manager in Zambia, one typically starts in a junior role and gains experience across

departments. A diploma in Hospitality Management from a recognised institution is an advantage.'

ASSESSMENT QUESTIONS

1. Define the term 'hospitality industry' in your own words and give TWO examples of hospitality businesses found in your community.
2. Describe TWO ways in which the history of hospitality in ancient times is different from modern hospitality.
3. Explain how hospitality and tourism are connected. Use Zambia's Victoria Falls as an example in your answer.
4. Name FOUR sectors of the hospitality industry and give one example of a business in each sector.
5. Conduct a short career talk simulation: choose a hospitality career, and present a 2-minute talk to the class about what the job involves, the skills required, and why you find it interesting.
6. (Higher Order) Analyse how the growth of smartphone technology has changed how customers access hospitality services. What opportunities does this create for young Zambians?

Sub-Topic 1.1.2: Traditional and Modern Hospitality Practices in Zambia

Specific Competence: Apply traditional and modern social hospitality norms in Zambia.

Starter Activity

Class Discussion: Ask: 'When a visitor comes to your home, what does your family do?' List responses on the board. Then ask: 'How might a hotel do the same things differently?' Draw parallels between home hospitality and professional hospitality.

Social Hospitality Norms in Zambia

Zambia has a rich cultural heritage of hospitality. These traditional values are increasingly recognised as a competitive advantage for the Zambian tourism industry.

Type of Norm	Examples in Zambian Culture
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Greetings	Greeting elders and guests respectfully — kneeling or clapping hands as a sign of respect. Using local greetings such as 'Muli bwanji?' (Nyanja) or 'Mwapoleni' (Bemba).
Waiting in line / Taking turns	Allowing elders and guests to be served first. Respecting queuing order at community events.
Cultural hospitality norms	Removing shoes before entering certain homes. Using correct utensils — traditionally eating with hands from a shared dish. Observing table manners relevant to the setting.
Organisational norms	In professional settings: dress codes (uniform, smart dress), communication protocols (formal language with guests), following procedures.
Group hospitality norms	Team work at community events. Conflict resolution through dialogue and elder mediation. Communication across cultural groups.

Traditional vs Modern Hospitality Practices

Traditional Practice	Modern Professional Equivalent
Offering food to all visitors regardless of time	All-inclusive dining options; 24-hour room service in hotels
Elders given first seating and best food	VIP and priority guest services; loyalty programmes
Communal sleeping arrangements for visitors	Guest rooms with privacy; varied room categories
Storytelling and singing to entertain guests	Live entertainment, cultural shows, guided heritage tours
Community members cooperate to host events	Event management teams; coordinated hotel departments
Medicinal herbs offered for wellness	Hotel spas and wellness centres using local plant ingredients

WORKED EXAMPLE: Role-Play: Receiving a Guest (Traditional and Modern)

- Divide learners into two groups: Group A performs a traditional Zambian welcome to a visitor at home. Group B performs a modern hotel check-in welcome.
- Group A should include: greeting respectfully, offering water or food, introducing family members, and making the guest comfortable.
- Group B should include: approaching the guest with a smile, greeting professionally ('Good afternoon, welcome to [Hotel Name]'), asking for their reservation, offering to carry luggage, and providing room information.

9. Both groups present to the class. The class then discusses: What did both have in common? What was different? Which elements of the traditional welcome could a modern hotel adopt?
10. Teacher assessment: observe body language, tone of voice, and whether learners demonstrate appropriate cultural sensitivity.

ASSESSMENT QUESTIONS

1. Identify THREE traditional Zambian hospitality practices and explain how each demonstrates respect for guests.
2. Describe TWO cultural hospitality norms that a hotel receptionist in Zambia should be aware of when hosting international tourists.
3. Compare and contrast traditional and organisational hospitality norms. Give TWO similarities and TWO differences.
4. A tourist from Europe visits your lodge and comments that they are confused by local customs. What THREE things would you explain to them about Zambian hospitality culture?
5. (Practical) Role-play a welcome scenario where you greet a guest both in a traditional Zambian way and in a professional hotel manner. Identify what was appropriate in each context.

Sub-Topic 1.1.3: Benefits of the Hospitality Industry

Specific Competence: Explore benefits of the hospitality industry.

Key Benefits of the Hospitality Industry

The hospitality industry benefits individuals, communities, and the national economy in multiple ways.

Loyalty Programmes	Hotels and restaurants reward returning customers with points, discounts, and free services. This builds customer loyalty and increases repeat business. Example: A lodge in Livingstone offers a free night after 5 paid visits.
Consistency and Reliability	Professional hospitality provides the same standard of service every time, building trust with guests. A guest returning to a hotel expects the same quality of room and service.
Active Listening	Staff who listen carefully to guests' needs create memorable experiences and resolve complaints effectively. Example: A waiter who remembers a regular guest's dietary preference.

Community Involvement	Hotels and lodges employ local staff, buy from local farmers and artisans, and support community projects. Example: A lodge that sources vegetables from a nearby village cooperative.
Economic Benefits	Hospitality generates foreign exchange, creates employment, develops infrastructure, and stimulates other industries (agriculture, crafts, transport).
Cultural Exchange	Hotels host international guests, creating understanding between cultures. Cultural shows and heritage tours promote Zambian identity globally.
Language Training	Working in hospitality develops communication skills in English and other languages.
Local Partnerships	Hospitality businesses partner with local tour operators, transport companies, and craft sellers.