



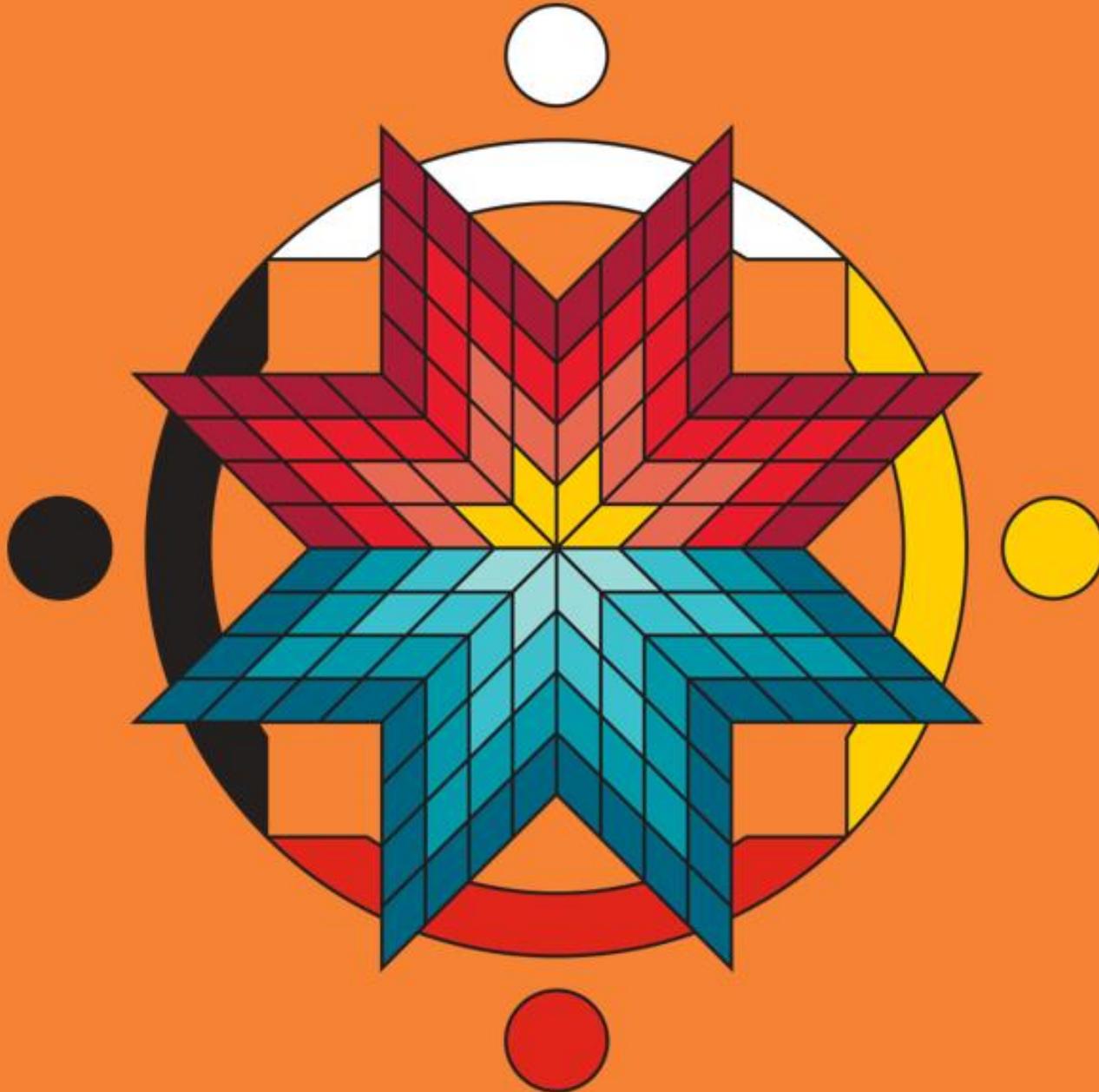
TEACHING &  
LEARNING  
EXCHANGE

evolvED

# Developing my teaching practice over a 2-year period

Anh Le - Noronha





## LAND ACKNOWLEDGEMENT

George Brown College is located on the traditional territory of the Mississauga of the Credit First Nation and other Indigenous peoples who have lived here over time.

We are grateful to share this land as treaty people who learn, work and live in the community with each other.

[Learn more about our land acknowledgement.](#)

evolVED → →  
**AGENDA**

June 29, 2023



## SESSION AGENDA/LEARNING OUTCOMES

### 1. **Course 1:**

Overview of how I taught “Career Preparation”.  
The Learning Cycle  
What I changed as a result of the learning cycle.

### 2. **Course 2:**

Same as above.

### 3. **The impact of making these changes.**

### 4. **Q & A.**

# Introduction

" Tell me, and I forget, teach me  
and I remember, involve me and I  
learn."

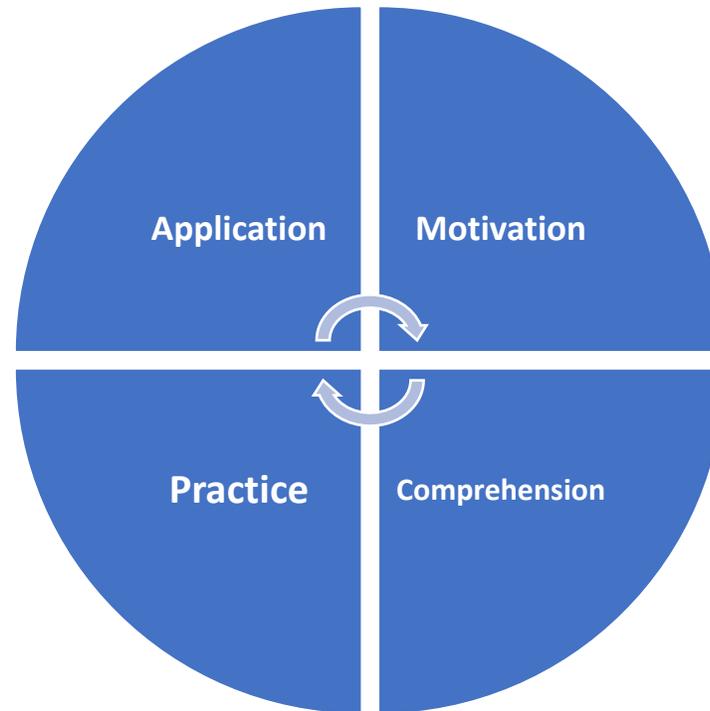
By "Benjamin Franklin"



**To meet this point, we must meet learners where they are at, by  
intentionally integrating educational techniques.**

# Part A – course 1: CAREER PREPARATION Overview How I taught before

## The Learning Cycle:



# Overview How I taught before

## Stage 1: MOTIVATION

Ask Question  
Show Video



# Overview How I taught before

## stage 2: COMPREHENSION (1 of 4)

## RESUME

**Header**

- Your full name 14-18 size font bolded
- Balance of the header – same size as the body of your resume
- Address optional
- Phone number (activate your vm with a professional message)
- GBC Email

**Kimberly A. White**  
Tel: 416-821-6849  
Email: [kimwhite@georgebrown.ca](mailto:kimwhite@georgebrown.ca)

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Tel: 416-821-6849  
Email: [kimwhite@georgebrown.ca](mailto:kimwhite@georgebrown.ca)

**OBJECTIVE:**  
A supportive and diligent 2<sup>nd</sup> semester Hotel Operations Management student at George Brown College with highly developed communication, creativity, organization, planning, and time efficient skills. Seeking an event assistant position at the Hilton Toronto Hotel, where I can contribute strongly to the success and growth of the event team.

**EDUCATION:**  
Hotel Operations Management Diploma  
George Brown College, Toronto, ON May 2017 – August 2018

- Dean's Honour List Fall 2017 Semester (GPA 3.15)
- Relevant Course Schedule:
  - Service Excellence
  - Research in Accounting
  - Math for Hospitality
  - Leadership Communication and Group Dynamics
  - Change and Customer as Global Citizen

**RELEVANT EXPERIENCE:**  
Online Top Advisor (Volunteer)  
Laird Co. Food Sales Team, Food Service Unit July 2016 – Present

- Planned 17 days with detailed events, daily tickets, and accommodations within customer's budgets, increasing revenue of the event space by 7% in 3 months
- Contracted and coordinated with customers three days before departure
- Supported 23 years of this application based on various job requirements for different occasions
- Effectively implemented solutions to customer complaints and satisfactorily resolved problems
- Consistently maintain customer relationships resulting in numerous customer's repeatations

**Event Desk Receptionist (Volunteer)** January 2017 – March 2018  
Hilton Toronto Central Hotel, Toronto, ON

- Welcomed and processed all guest check-ins, payments, and check-outs, addressed guest service needs, resolved administrative with difficulties, identified any special requests
- Directed the hotel for special occasions or events
- Adhered 100% customer satisfaction on service and feedback
- Handled inventory shortages in areas POS Terminal, event check-ins, event check-out, making reservations, and providing excellent guest service
- Developed and maintained positive working relationships with other employees in the hotel

**INTERESTS:**

- Volunteering
- Event & Meeting Planning
- Photography
- DFM

**Objective Statement**

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**Tell the employer what you are bringing to the table – use the key words from their posting**

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**INTERESTS:**

- Volunteering
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# Overview How I taught before

## stage 2: COMPREHENSION (3 of 4)

### INTERVIEW

**HOW DO INTERVIEWERS SELECT?**

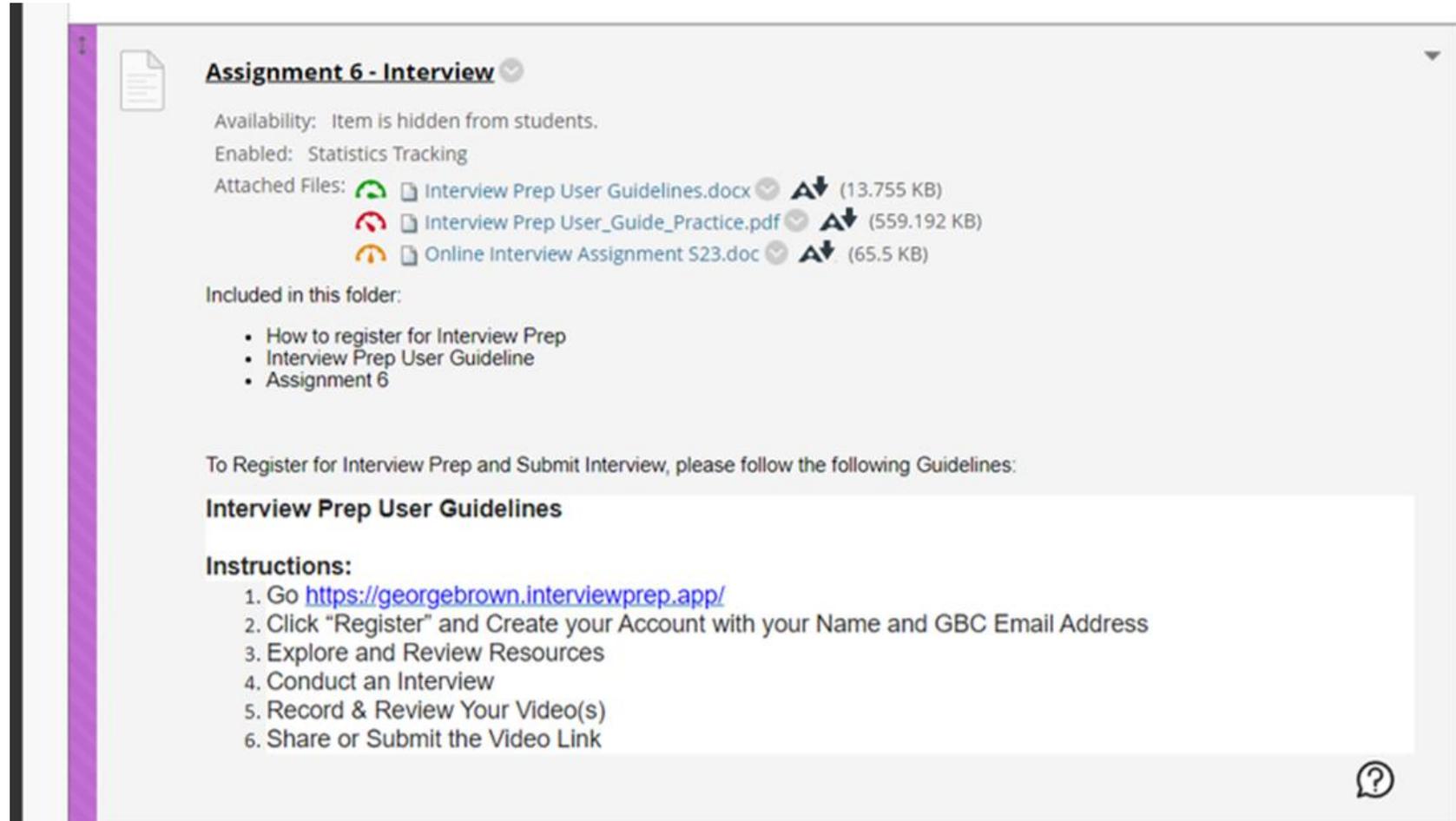
- First impressions
- Answers to questions
  - How you speak
- Your attitude and manners
- Your personal appearance
  - Your eye contact
- How well you have prepared

**QUESTIONS LIKELY TO BE ASKED AT INTERVIEW**

- Tell me about yourself
- Why you want to do this job?
- What experience you have that is related to this job?
- What skills do you have that make you a suitable candidate?
- What problems have you encountered in past jobs or other areas of life and how did you overcome them?
- What do you do well?
- Tell me about a situation when you have contributed to a team's success?
- What are your career plans for the future?
- How do you see yourself progressing in the next five years?

# Overview How I taught before stage 3: PRACTICE

## INTERVIEW



**Assignment 6 - Interview**

Availability: Item is hidden from students.  
Enabled: Statistics Tracking

Attached Files:

-  Interview Prep User Guidelines.docx (13.755 KB)
-  Interview Prep User\_Guide\_Practice.pdf (559.192 KB)
-  Online Interview Assignment S23.doc (65.5 KB)

Included in this folder:

- How to register for Interview Prep
- Interview Prep User Guideline
- Assignment 6

To Register for Interview Prep and Submit Interview, please follow the following Guidelines:

### Interview Prep User Guidelines

**Instructions:**

1. Go <https://georgebrown.interviewprep.app/>
2. Click "Register" and Create your Account with your Name and GBC Email Address
3. Explore and Review Resources
4. Conduct an Interview
5. Record & Review Your Video(s)
6. Share or Submit the Video Link

## Overview How I taught before stage 4: APPLICATION

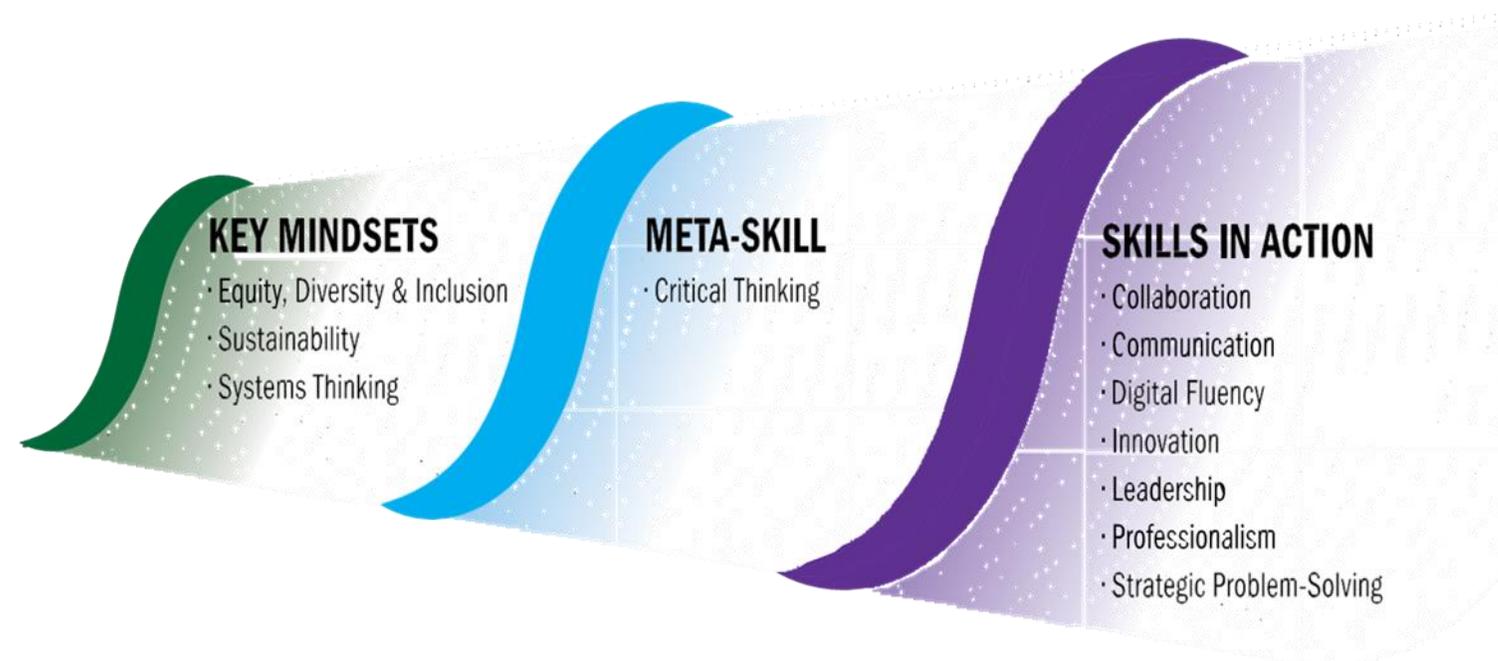
### The Learning Cycle:

- Students apply what they learned to create their own resume and cover letter to apply for their job.

# Part A – course 1: CAREER PREPARATION

## WHAT I CHANGED (1 of 11)

### Learning Cycle : Motivation, Comprehension, Practice, Application



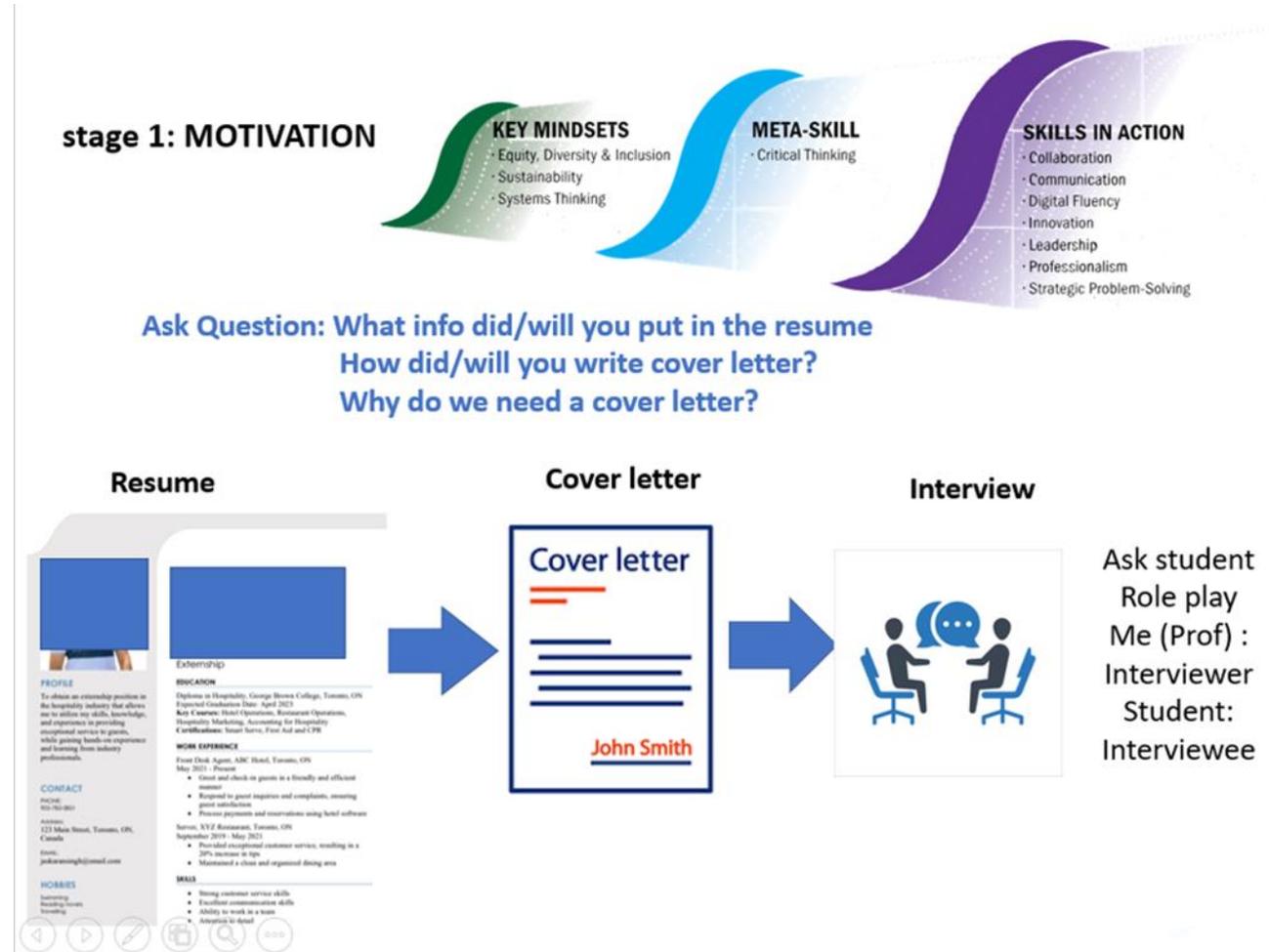
**Part A – course 1: CAREER PREPARATION**  
**WHAT I CHANGED** (2 of 11)

# HANDOUT

- 1. Key Mindsets**
- 2. New Skills**
- 3. Skills in Action**

# Part A – course 1: CAREER PREPARATION

## WHAT I CHANGED (3 of 11)

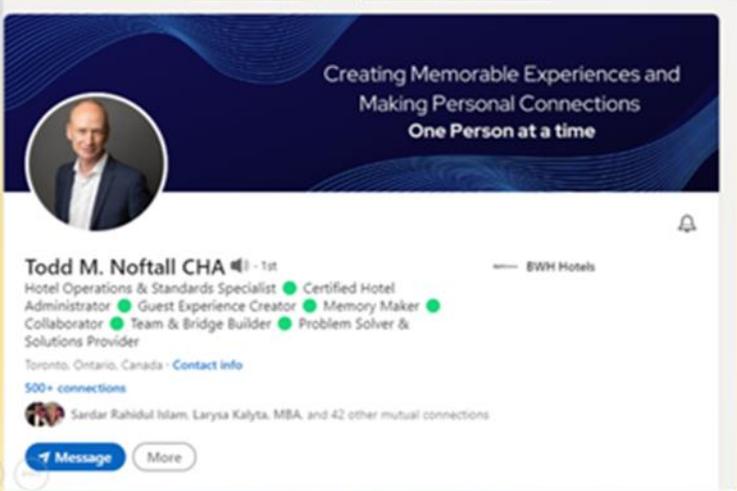


# Part A – course 1: CAREER PREPARATION

## WHAT I CHANGED (5 of 11)



Welcome to Guest speaker – Mr. Todd M. Noftall



**Todd M. Noftall CHA**  · 1st

Hotel Operations & Standards Specialist  Certified Hotel Administrator  Guest Experience Creator  Memory Maker  Collaborator  Team & Bridge Builder  Problem Solver & Solutions Provider

Toronto, Ontario, Canada · [Contact info](#)

500+ connections

 Sandar Rahidul Islam, Larysa Kalyta, MBA, and 42 other mutual connections

[Message](#) [More](#)



# Part A – course 1: CAREER PREPARATION

## WHAT I CHANGED (7 of 11)

### stage 3: PRACTICE



**Samantha Jones**  
 T: 555-555-5555 E: S.Jones@samplebutsalesresume.com  
 H: 55555 Samples ST, Samples City, CA 55555

**CAREER HISTORY**

My objective is to join a company that will benefit from my sales experience and positive interactive skills.

**EDUCATION**

- Software Industry Training
- SFPs Selling
- Sales Foundations
- Communications

**CAREER HISTORY**

**Enterprise Sample Software Inc. - Account Manager 2015 to Present**

- Generates a high volume of sales through implementing creative strategies and solutions to meet individual customer needs.
- Performs customer analysis, site surveys, proposals, presentations, and product demonstrations to provide an ideal customer solution.
- Assists clients with solutions, needs, and other inquiries, before and after the sale, maintaining high customer satisfaction through total account management.

**Small Biz Software Hardware Inc. - Sales Rep 2014 to 2015**

- Assisted clients with the process of buying software.
- Coordinated the closing process with a smooth transition.
- Prepared and presented marketing materials to target clients.

**Software Software Inc. - Specialized Account Representative 2006-2010**

- Built new accounts with potential clients to enhance company growth.
- Maintained and enhanced relationships with current clients to ensure their satisfaction.

**RELATED SKILLS**

- Approx. 20 Years of Public Relations, Marketing and Sales skills.
- Excellent written and verbal communication skills.
- Extensive knowledge of Microsoft Office/Linux/Apple.
- Very productive in high stress and volume environments.
- Skilled in increasing customer satisfaction and problem solving.
- Able to learn new skills quickly and adapt to new surroundings.
- SFPs Selling

**Seth Cohen**

Phone Number: 555-555-5555 Email Address: s.cohen@sample.com

**PROFILE**

Results driven professional with extensive experience in sales, account management, and customer service. Proven track record of exceeding sales targets and building strong client relationships.

**WORK EXPERIENCE**

**Sales Representative**  
 ABC Corp. Inc. - 2018 to Present

- Managed a portfolio of accounts, consistently exceeding sales targets by 15%.
- Developed and implemented strategic sales plans, resulting in a 20% increase in revenue.
- Collaborated with cross-functional teams to address customer needs and resolve issues.
- Presented and demonstrated new products to clients, leading to increased adoption.

**Business Administration**  
 University of California - 2014 to 2018

- Graduated with a Bachelor's degree in Business Administration.
- Member of the Beta Beta Beta Honor Society.

**EDUCATION**

**California State University - 2014 to 2018**

- Bachelor's Degree in Business Administration.
- Minor in Marketing.

**SKILLS**

- Customer Relationship Management (CRM)
- English
- Spanish
- Microsoft Office Suite
- Public Speaking
- Team Leadership

1. Work in group And indicate which resume is good or not, and why?
2. Read the job posting in linked

# Part A – course 1: CAREER PREPARATION

## WHAT I CHANGED (8 of 11)

### stage 4: Application



#### Seasonal Banquet Commis I - Part-Time

Four Seasons Hotels and Resorts · Toronto, ON (On-site) 1 day ago · 36 applicants

Part-time

10,001+ employees · Hospitality

2 connections work here · 7 company alumni work here · 115 school alumni work here

See how you compare to 36 applicants. [Retry Premium Free](#)

Skills: Communication, Countertops, +8 more

View verifications related to this job post. [Show all](#)

Apply

Save

**Create your resume to apply  
for this job on the company  
website.**

# Part A – course 1: CAREER PREPARATION

## WHAT I CHANGED (9 of 11)

### Stage 2: COMPREHENSION - INTERVIEW



<b>S</b> <b>Situation</b>	Detail the background. Provide a context. Where? When?
<b>T</b> <b>Task</b>	Describe the challenge and expectations. What needed to be done? Why?
<b>A</b> <b>Action</b>	Elaborate your specific action. What did you do? How? What tools did you use?
<b>R</b> <b>Results</b>	Explain the results: accomplishments, recognition, savings, etc. Quantify.

'STAR' Technique to Answer Behavioral Interview Questions  
<http://www.RightAttitudes.com>

Watch the video



# Part A – course 1: CAREER PREPARATION

## WHAT I CHANGED (10 of 11)

### stage 3: PRACTICE - INTERVIEW



Role-play (interviewer/interviewee – 10min to work with each other, then call them to front of the class and other groups observe.)

# Part A – course 1: CAREER PREPARATION

## WHAT I CHANGED (11 of 11)

### stage 4: Application - INTERVIEW



Step 2: Record the Interview

**Ann Le-Ngoc**  
Should You Hire You? Complete Your Assessment

Assessment #4 (10/26/2021 12:21:09 AM)

**Interview Questions:**

- 1 Tell me about yourself.
- 2 What are 2 - 3 weaknesses you need to improve?
- 3 What are your strengths?
- 4 Please state the position for which you are interviewing.
- 5 What skills do you have that make you a good candidate for our program?

Comment

Post a comment

**InterviewStream Prep User Guide**

**HOST 1160 Interview Assignment**

HOW TO ACCESS INTERVIEW STREAM

Table of Contents

- Overview
- Accessing the Interview
- Creating an Interview
- Managing the Interview
- Interviewing
- Interviewing

## Part A – course 1: CAREER PREPARATION

### IMPACT OF CHANGES I MADE

- Students gave much good feedback.
- They were involved and learned from their mistakes. Some applied for jobs and got interviews.
- They were impressed with a guest speaker in the industry, which helped them build their networking via LinkedIn professionally.

This is the same application I have used for my Resume/Application letter I submitted you. Luckily, they considered me in.

Appreciate all the corrections and help during that time.

Thank you.

Cheers,

**Allie Turalba**

*Pronouns: Ze/hir/hirs ([Why are these here?](#))*

*Student Ambassador | George Brown College | Marketing & Recruitment | 160-230*

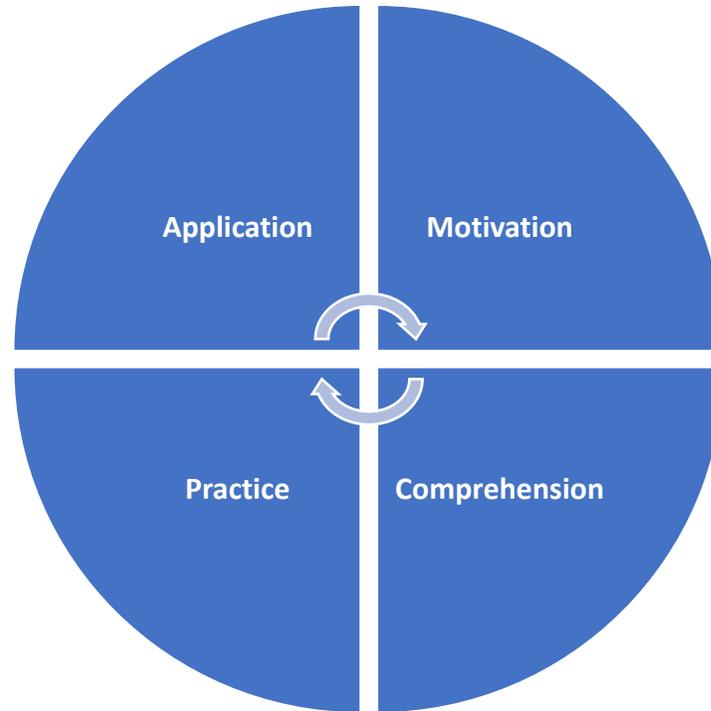
*Richmond St. E. |*

*[allie.turalba@georgebrown.ca](mailto:allie.turalba@georgebrown.ca) | 4164152000 Ext. 2242*

# Part B – course 2: Hospitality Mathematics

## Overview How I taught before

### The Learning Cycle:



# Part B – course 2: Hospitality Mathematics

## What I changed (1 of 7)

The Learning Cycle:



### KEY MINDSETS

- Equity, Diversity & Inclusion
- Sustainability
- Systems Thinking

### META-SKILL

- Critical Thinking

### SKILLS IN ACTION

- Collaboration
- Communication
- Digital Fluency
- Innovation
- Leadership
- Professionalism
- Strategic Problem-Solving

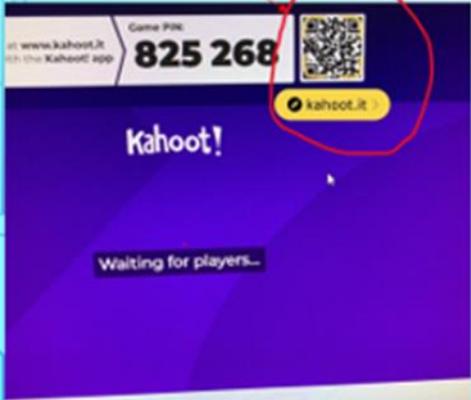
# Part B – course 2: Hospitality Mathematics

## What I changed (2 of 7)

**GEORGE BROWN** CENTRE FOR Hospitality & Culinary Arts

### WEEK 2 – EXERCISE

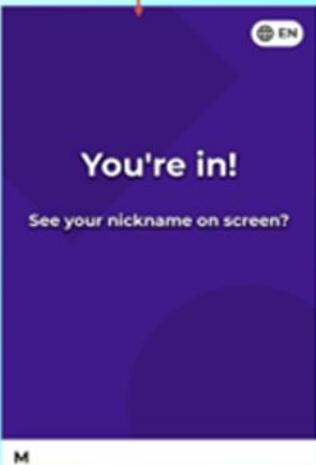
**Step 1:**  
Turn on your camera on your phone to scan the CR code on the screen



**Step 2:**  
Enter your name



**Step 3:**  
Check to see your name on screen then waiting for play game



PROF. ANH LE -NORONHA

# Part B— course 2: Hospitality Mathematics

## What I changed (3 of 7)

**GEORGE BROWN** Hospitality & Culinary Arts

### JEOPARDY GAME

Convert a decimals, or fraction to percent or vice versa	Find percentages of whole numbers	Find tip and sales tax of a purchase	Calculate Tax
100	100	100	100
200	200	200	200
300	300	300	300
400	400	400	400
500	500	500	500

M E N U

Team 1	Team 2	Team 3	Team 4	Team 5
100	0	0	0	0
+ -	+ -	+ -	+ -	+ -

<https://jeopardylabs.com/play/percent-review-game-197>

PROF. ANH LE-NORONHA

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Work in group

# Part B– course 2: Hospitality Mathematics

## What I changed (5 of 7)



### Simple formulas

π

Salad = leafy green + optional vegetable + optional fruit + optional protein + optional crunchy ingredient (nuts, croutons, pomegranate seeds, carrots, etc.) + dressing with acid



Total Output  
----- = Labor Productivity  
Total Input

A company generated \$80,000 worth of goods in 1,500 hours. To calculate the labor productivity:

\$80,000  
----- = \$53 Per Hour of Work  
1,500 Hours

A company generated \$80,000 worth of goods or services with 30 employees. To calculate the labor productivity:

\$80,000  
----- = \$2,666 Per Employee a Week  
30 Employees

$$\text{Occupancy} = \frac{\text{Total Number of Occupied Rooms}}{\text{Total Number of Available Rooms}} * 100$$

What is formulas?

# Part B— course 2: Hospitality Mathematics

## What I changed (6 of 7)

**Food Costing** **What is food costing?**

2 guests  
Omelet



3 pcs. egg	\$0.25/1pc	$0.25 \times 3 =$	\$0.75
1tbsp vegetable oil	\$3.00/32.12tbsp	$3.00 \times 0.031 =$	\$0.093
1/4 cup chopped ham	\$10.00/0.74cup	$10.00 \times 0.338 =$	\$3.38
2tbsp chopped bell pepper	\$4.00/10.49tbsp	$4.00 \times 0.191 =$	\$0.763
1tbsp chopped onion	\$2.00/24.48tbsp	$2.00 \times 0.041 =$	\$0.082
			<u>\$5.07</u>
$3 \div 1 =$	3		
$1 \div 32.12 =$	0.031		
$1/4 \div 0.74 =$	0.338		
$2 \div 10.49 =$	0.191		
$1 \div 24.48 =$	0.041		
		$5.07 \div 2 \text{ servings}$	
			<u>\$2.54/serving</u>



## Part B— course 2: Hospitality Mathematics

### Impact of the changes I made

- Before students came to my class, they slept, used their phones to play games, etc.
- After I changed my approach, students paid greater attention and got more interested in the subject.
- They said what they learned from my course helped them apply it to the Cost Control lesson and daily life.

## Part C– SUMMARY

**George Brown College knows the importance of Developing Courses with Industry Partners.**

- ❖ **Invited Guest speaker in the Industry come and share;**
- ❖ **Joined Hospitality & Tourism Events, connected with professionals in the industry to ask them what they are looking for in new employees;**
- ❖ **Asked Industry's professionals for job opportunities;**
- ❖ **Asked students follow me in LinkedIn to see the job posting.**



TEACHING &  
LEARNING  
EXCHANGE



# THANK YOU!

## Conference Agenda

START	END	DESCRIPTION	LOCATION
8:00 AM	8:55 AM	Registration & Breakfast	Atrium
9:00 AM	9:30 AM	Land Acknowledgement, Hand Drum and Opening Remarks with Dr.Gervan Fearon	SJC 406 with online option
9:30 AM	10:45 AM	Keynote Speaker: Brenda McDermott	SJC 406 with online option
10:45 AM	11:00 AM	Music and Move to Session 1	
11:00 AM	11:45 AM	Concurrent Session Block 1	On-campus with online option
11:45 AM	12:50 AM	Luncheon	
1:00 PM	2:00 PM	Plenary Conversation with John Weigelt	SJC 406 with online option
2:00 PM	2:15 PM	Music and Move to Session 2	
2:15 PM	3:00 PM	Concurrent Session Block 2	On-campus with online option
3:00 PM	3:30 PM	Wine & Cheese Social	Atrium
3:30 PM	4:00 PM	President Awards & Concluding Remarks	Atrium

