

# Teaching Notes 60 Min

# Teaching Notes: 60-Minute Class Flow

## **0-10 minutes**

Set context: AI, labor pressure, and service quality expectations.

## **10-25 minutes**

Case 01 small-group analysis.

## **25-40 minutes**

Case 02 structured debate: personalization vs trust.

## **40-52 minutes**

Whole-class synthesis and KPI design.

## **52-60 minutes**

Instructor wrap-up and assignment launch.

## **Assignment Prompt**

Design a 90-day implementation plan for one hospitality unit that integrates AI support while improving employee retention and guest trust.