Florida Department of Education
CLUSTER CURRICULUM FRAMEWORK

Cluster Title: **Hospitality and Tourism**
Cluster Type: **Job Preparatory**
Program Title: Hotel Operations and Supervision Development (Lodging Operations 2002-2003)
Occupational Area: Marketing
Components: Core, Two Programs, Five Occupational Completion Points

	Secondary	PSAV
Program Numbers:	**8830300**	**M607010**
CIP Number:	0206.070100	0206.070100
Grade Level:	9-12, 30, 31	30, 31
Length:	4 credits	600 hours
Certification:	HOTEL TRNG @7 G	HOTEL TRNG @7 G
	DIST ED @7	DIST ED @7
	MKTG 1 @2	MKTG 1 @2
	MKTG MGMT @7 G	MKTG MGMT @7 G
	TEACH CDE @7	TEACH CDE @7
	HME EC 1	HME EC 1
	VOC HME EC @2 @4	VOC HME EC @2 @4
Facility Code:	222	222
CTSO:	DECA	DEX
Co-op Method:	Yes	Yes
Basic Skills		
Math		9
Language		9
Reading		9

I. **MAJOR CONCEPTS/CONTENT:** The purpose of this program is to prepare students for employment in a variety of occupations in the hospitality industry including, but not limited to, front desk agents, reservationists, and food and beverage personnel, or to provide supplemental training for persons previously or currently employed in these occupations. The hospitality industry as addressed in this program includes the hotel, motel, bed and breakfast, and other lodging organizations. This program focuses on broad, transferable skills and stresses understanding and demonstration of the following elements of the lodging industry: planning, management, finance, technical and production skills; underlying principles of technology; and labor, community, health, safety, and environmental issues.

The content includes, but is not limited to, hotel/motel front office functions; housekeeping operations; decision making; training techniques; applicable local, state, and federal laws; employability skills; communication and mathematical skills; economics; marketing and sales; safety and security; human relations; leadership and management; technology applications; and career exploration.

Listed below are the courses that comprise this program when offered at the secondary level:

        8827110 - Marketing Essentials (delete 2002-2003)
        8830310 - Hotel Fundamentals (Introduction to Hospitality

and Tourism 2002-2003)
         8830320 - Hotel Operations (Lodging Principles 2002-2003)
         8845130   Travel and Tourism Internship (Hospitality and
                   Tourism Internship 2002-2003)
                      OR
         8800410   Marketing OJT
         8830330 - Hotel Supervision Development (Lodging
                   Applications 2002-2003)

II.   **LABORATORY ACTIVITIES:** A portion of the learning activities
      should be provided in a simulated job environment using hands-on
      experiences and equipment and supplies appropriate to the program
      content.

III. **SPECIAL NOTE:** DECA, "An Association of Marketing Students"
      (secondary), and Delta Epsilon Chi, "An Association of Marketing
      Students" (postsecondary), are the appropriate career and
      technical student organizations for providing leadership training
      and for reinforcing specific career and technical skills. Career
      and Technical Student Organizations, when provided, shall be an
      integral part of the career and technical instructional program,
      and the activities of such organizations are defined as part of
      the curriculum in accordance with Rule 6A-6.065 (8), FAC.

      Cooperative training (OJT), 8800410/M899990/0208.9999CP, or Guided
      Workplace-Learning, 8300430/D886300/1098.8630CP, are highly
      recommended to use with this program as a work-based learning
      experience. When OJT is offered, each student is required to have
      a training agreement and a training plan, signed by the student,
      parent/guardian, teacher/coordinator, and employer. The training
      plan shall include a diverse list of instructional objectives and
      on-the-job and in-school learning experiences. The workstation
      shall reflect equipment, skills, and tasks relevant to the
      occupation the student has chosen as a career goal. The student
      must receive compensation for work performed.

      When Guided Workplace-Learning is offered, the student is allowed
      to work a maximum of 450 hours and must participate, with the
      work-based learning site supervisor, in a preplacement conference.
      A work-based learning plan must be developed to include the
      learning objectives, methods of learning, activities/
      responsibilities, time required, provisions for supervision, and
      method(s) of student evaluation. Students must also meet a
      minimum of once per week for the purpose of related instruction
      and developmental activities. Employment may be either paid or
      unpaid. (For additional information consult the Guided Workplace-
      Learning framework.)

      It is highly recommended that for every 20 students (or portion
      thereof) enrolled in Marketing OJT and/or Guided Workplace-
      Learning, the teacher/coordinator be given a minimum of one hour
      of OJT-coordination release time per day for the purposes of
      visiting students on the job and managing the cooperative method
      of instruction.

      The teacher/coordinator should visit each training site for the
      purpose of observation a minimum of once during each grading
      period, preferably while the student is actually working. A second
      contact each grading period for the purpose of evaluating the

student's progress in attaining the competencies listed in the work-based learning/training plan is highly recommended.

On-the-job activities may be continued as a summer learning experience without classroom instruction for students who participated in the program during the school year immediately preceding the summer assignment.

The OJT course may be taken by a student for one or more semesters at the secondary level enabling the student to earn multiple credits. The specific student performance standards, which the student must achieve to earn credit, must be specified in the OJT training plan.

In accordance with Rule 6A-10.040, FAC, the minimum basic-skills grade levels required for adult vocational students to complete this program are: Mathematics 9.0, Language 9.0, Reading 9.0. These grade-level numbers correspond to grade-equivalent scores obtained on one of the state-designated basic-skills examinations. If a student does not meet the basic-skills level required for completion of the program, remediation should be provided concurrently through Vocational Preparatory Instruction (VPI). Please refer to the Rule for exemptions.

When a secondary student with a disability is enrolled in a vocational class with modifications to the curriculum framework, the particular outcomes and student performance standards, which the student must master to earn credit, must be specified on an individual basis. The job or jobs for which the student is being trained should be reflected in the student's desired postschool outcome statement on the Transition Individual Educational Plan (Transition IEP).

SCANS Competencies: Instructional strategies for this program must include methods that require students to identify, organize, and use resources appropriately; to work with each other cooperatively and productively; to acquire and use information; to understand social, organizational, and technological systems; and to work with a variety of tools and equipment. Instructional strategies must also incorporate methods to improve students' personal qualities, higher-order critical thinking skills, and problem solving, technical, and literacy skills.

To be transferable statewide between institutions, this program/course must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

When offered at the postsecondary adult vocational level, this program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F. S.

IV.   **INTENDED OUTCOMES:** After successfully completing appropriate course(s) for each Occupational Completion Point of this program, the student will be able to perform the following:

GUEST SERVICES AGENT - Industry Title

01.0 Identify careers in the hospitality and tourism industry.
02.0 Demonstrate knowledge of the hospitality and tourism
      industry.
03.0 Demonstrate employability skills necessary for success in
      hospitality and tourism occupations.
04.0 Demonstrate human relations skills necessary for success in
      hospitality and tourism occupations.
05.0 Demonstrate proficiency in applying communication and
      technology skills in the hospitality and tourism industry.
06.0 Explain economic principles as related to the hospitality
      and tourism industry.
07.0 Identify marketing and business fundamentals related to the
      hospitality and tourism industry.
08.0 Identify sales techniques and procedures appropriate for use
      in the hospitality and tourism industry.
09.0 Perform mathematical operations related to hospitality and
      tourism occupations.

OCCUPATIONAL COMPLETION POINT - DATA CODE - B
FRONT DESK AGENT – Industry Title

10.0 Describe the organizational structure of lodging
      organizations.
11.0 Identify the roles of management and administrative
      personnel.
12.0 Identify housekeeping operations and management functions.
13.0 Identify sales/marketing and reservations functions.
14.0 Identify food and beverage functions.
15.0 Identify human resources functions.
16.0 Identify controller/finance functions.
17.0 Identify safety/security functions.
18.0 Identify engineering/maintenance functions.
19.0 Identify front desk functions.
20.0 Examine the guest cycle process.
21.0 Practice responding to guest needs, requests, and concerns.
22.0 Operate front desk computer/office technology.
23.0 Perform designated job skills.
24.0 Demonstrate work ethics.

OCCUPATIONAL COMPLETION POINT - DATA CODE - C
FRONT DESK SUPERVISOR - Industry Title

25.0 Define and apply various management styles and leadership
      techniques.
26.0 Define and evaluate role of effective team building.
27.0 Demonstrate knowledge of laws, legislation, and regulations
      that affect the lodging industry.
28.0 Describe and demonstrate personnel supervision techniques.
29.0 Manage guest services.
30.0 Maintain accounting and information system.
31.0 Demonstrate an understanding of entrepreneurship.
32.0 Demonstrate the use of information technology within a
      lodging property.

HOSPITALITY AND TOURISM CLUSTER
Secondary and Postsecondary Adult Vocational

ACADEMY OF TRAVEL & TOURISM
8110100/M811040/0208.110400

HOTEL OPERATIONS AND SUPERVISION DEVELOPMENT
(LODGING OPERATIONS 2002-2003)
6070100/M607010/0206.070100

Data Code C
Travel Destination Specialist
Industry Title

Travel and Tourism 2
8845120
(Travel and Tourism
Marketing and Management 2002-2003)

4 Credits/600 Hours

Data Code C
Front Desk Supervisor
Industry Title

Hotel Supervision Development
8830330
(Lodging Applications 2002-2003)

4 Credits/600 Hours

Data Code B
Reservation and
Transportation
Agent   OES 53805

Travel and Tourism
Internship 8845130
(Hospitality and Tourism
Internship 2002-2003)
              OR
Marketing Cooperative
Education   8800410

Computer Applications for
Tourism 8845140
(Computer Technology for
Travel and Tourism 2002-2003)

3 Credits/450 Hours

Data Code B
Front Desk Agent
Industry Title

Travel and Tourism
Internship   8845130
(Hospitality and Tourism
Internship 2002-2003)
        OR
Marketing Cooperative
Education   8800410

Hotel Operations
8830320
(Lodging Principles
2002-2003)

3 Credits/450 Hours

Travel and Tourism 1
8845110
OR
Hotel Fundamentals
8830310
1 Credit/150 Hours

(Introduction to
Hospitality and Tourism
2002-2003)

Data Code A
Guest Services Agent
Industry Title

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Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Hotel Operations and Supervision Development
                             (Lodging Operations 2002-2003)
Secondary Number: 8830300
Postsecondary Number: M607010

OCCUPATIONAL COMPLETION POINT - DATA CODE - A
      GUEST SERVICES AGENT - Industry Title

01.0   IDENTIFY CAREERS IN THE HOSPITALITY AND TOURISM INDUSTRY—-The student will be able to:

      01.01 List career positions in a variety of hospitality and tourism related industry components (e.g., ground transportation, cruise, air travel, lodging, food service, retail and corporate travel, leisure and recreation, conventions and special events). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5

      01.02 Explain duties and responsibilities for the identified hospitality and tourism positions using current sources of information. LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5

      01.03 Identify skills and knowledge needed by hospitality and tourism professionals. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.1.4.7, SC.H.3.4.5

      01.04 Identify requirements for entry and advancement, career ladders, and employment opportunities. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.E.1.4.1, MA.E.1.4.2, SC.H.1.4.7, SC.H.3.4.5

      01.05 Identify advantages and disadvantages of working in the hospitality and tourism industry. LA.A.1.4.3, LA.A.2.2.7, LA.A.2.4.6, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5, SS.D.2.4.1

      01.06 Complete self-assessment and analysis of life style goals and aspirations to evaluate for suitability in the hospitality and tourism industry. LA.A.2.4.4, MA.E.1.4.1, MA.E.1.4.2, SC.H.1.4.7, SC.H.3.4.5

      01.07 Develop an individualized education and career plan related to the hospitality and tourism industry. LA.A.2.4.4, LA.B.2.4.1, SC.H.1.4.7, SC.H.3.4.5

02.0   DEMONSTRATE KNOWLEDGE OF THE HOSPITALITY AND TOURISM INDUSTRY—-The student will be able to:

02.01 Trace history and development of the hospitality and tourism industry (e.g., airline deregulation, technology, globalization). LA.A.1.4.2, LA.A.2.4.6, MA.B.3.4.1, MA.D.1.4.1, MA.E.1.4.1, SC.D.2.4.1, SC.H.3.4.3, SS.A.5.4.8

02.02 Trace history, development, and relative importance of various travel modalities and lodging facilities. LA.A.1.4.2, LA.A.2.4.6, MA.B.3.4.1, MA.D.1.4.1, MA.E.1.4.1, SC.H.3.4.3 SS.D.2.4.2

02.03 Define commonly used terms in the hospitality and tourism industry. LA.A.1.4.2, LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3

02.04 Identify major components of the hospitality and tourism industry. LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3

02.05 Identify and describe organizational structures and divisions within the hospitality and tourism industry. LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.D.1.4.1, MA.D.2.4.2, SC.H.3.4.3

02.06 Identify technological advancement within the hospitality and tourism industry. LA.A.1.4.3, LA.A.2.4.4, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3

02.07 Describe importance of quality service and continuous improvement. LA.A.1.4.2, LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3

02.08 Understand concept of perishability and seasonality of hospitality and tourism products. LA.A.1.4.2, LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, LA.D.1.4.4, SC.H.3.4.3, SS.D.2.4.2

02.09 Recognize the need for quality assurance in the hospitality and tourism industry. LA.A.1.4.2, LA.A.2.4.7, SC.H.3.4.3, SC.H.3.4.5

02.10 Identify business and professional associations and certifications. LA.A.1.4.3, LA.A.2.4.4, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

02.11 Differentiate between international, domestic, and local hospitality and tourism. LA.A.2.4.6, SC.H.3.4.3, SC.H.3.4.5, SS.B.1.4.4, SS.D.2.4.6

02.12 Identify and cite sources of major travel documents needed by travelers. LA.A.1.4.3, LA.A.2.4.4, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

02.13 Recognize the problems caused by improper documentation. LA.A.1.4.2, LA.A.2.4.7, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.3, SC.H.3.4.5

02.14 Identify and understand the use of industry specific resources. LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1,

LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4,
LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

02.15 Identify future trends in the hospitality and tourism
industry. LA.A.1.4.3, LA.A.2.4.4, LA.A.2.4.6, LA.A.2.4.7,
LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.3, MA.A.1.4.4,
MA.E.1.4.1, MA.E.1.4.3, MA.E.2.4.1, MA.E.2.4.2, MA.E.3.4.2,
SC.H.3.4.3, SC.H.3.4.5

02.16 Demonstrate a functional understanding of domestic and
international procedures throughout the hospitality and
tourism industry. LA.A.1.4.2, LA.A.2.4.4, LA.A.2.4.7,
SC.H.3.4.3, SC.H.3.4.5

02.17 Identify factors influencing travelers to choose a
particular location (e.g., weather, culture, climate, cost,
natural resources). LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.6,
LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.D.1.4.1, SC.H.3.4.3,
SC.H.3.4.5, SS.B.1.4.5, SS.B.2.4.1, SS.B.2.4.2

02.18 Describe components of an itinerary and a tour package.
LA.A.1.4.3, LA.A.2.4.1, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5,
SC.D.1.4.1, SC.H.3.4.3, SC.H.3.4.5

02.19 Identify modes and uses of ground transportation and discuss
advantages and disadvantages of each. LA.A.1.4.2,
LA.A.1.4.3, LA.A.2.4.4, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
SC.D.1.4.1, SC.H.3.4.3, SC.H.3.4.5

02.20 Demonstrate a functional understanding of flight schedules.
LA.A.2.4.4, LA.A.2.4.6, MA.B.1.4.2, MA.B.3.4.1, MA.E.1.4.1,
SC.C.1.4.2, SC.H.3.4.3, SC.H.3.4.5

02.21 Identify, compare, and contrast types of lodging facilities
and ownership. LA.A.1.4.3, LA.A.2.2.7, LA.A.2.4.6,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5, MA.E.1.4.1, SC.H.3.4.3, SC.H.3.4.5

02.22 Explain factors that determine room rates and package plans.
LA.A.1.4.2, LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1,
MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2,
MA.B.1.4.3, SC.H.3.4.3, SC.H.3.4.5

02.23 Identify sources of information concerning popular cruise
destinations and itineraries. LA.A.1.4.3, LA.A.2.4.6,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

02.24 Demonstrate a functional understanding of a cruise ship
including the deck plan, public spaces, and stateroom
accommodations. LA.A.2.4.4, LA.A.2.4.6, LA.A.2.4.7,
MA.D.1.4.1, MA.E.1.4.1, SC.H.3.4.3, SC.H.3.4.5

02.25 Identify and explain the similarities of a cruise ship and a
hotel as a destination. LA.A.1.4.3, LA.A.2.2.7, LA.A.2.4.6,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

02.26 Identify types of food service operations, segments, and ownership. LA.A.1.4.2, LA.A.2.4.6, LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

02.27 Identify role of conventions and special events in the hospitality and tourism industry. LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

02.28 Identify components of leisure and recreation industry and provide examples of each. LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

02.29 Explain differences between public and commercial leisure and recreational systems. LA.A.1.4.3, LA.A.2.2.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

03.0 DEMONSTRATE EMPLOYABILITY SKILLS NECESSARY FOR SUCCESS IN HOSPITALITY AND TOURISM OCCUPATIONS—-The student will be able to:

03.01 Identify and utilize resources used in a job search for a hospitality and tourism related career (e.g., networking, newspaper, Internet). LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.5, LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.1.4.4, LA.C.2.4.1, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, LA.E.2.4.6, MA.A.3.4.2, SC.H.3.4.5, SC.H.3.4.6, SS.D.1.4.1

03.02 Discuss importance of drug tests and criminal background checks in identifying possible employment options. LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.1, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, LA.D.2.4.4, LA.D.2.4.5, SC.H.3.4.1, SC.H.3.4.3, SS.A.5.4.7

03.03 Identify steps in the job application process including arranging for references and proper documentation (e.g., green card). LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, LA.A.2.4.1, LA.A.2.4.2, LA.A.2.4.3, LA.A.2.4.4, LA.A.2.4.5, LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.1.4.4, LA.C.2.4.1, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, LA.E.2.4.6, MA.A.5.4.1, SC.H.3.4.6

03.04 Identify procedures and documents required when applying for a job (e.g., application, W-4, I-9). LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, LA.A.2.4.1, LA.A.2.4.2, LA.A.2.4.3, LA.A.2.4.4, LA.A.2.4.5, LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.1.4.4, LA.C.2.4.1, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, LA.E.2.4.6, MA.A.5.4.1, SC.H.3.4.6, SS.A.5.4.7

03.05 Prepare a resume (electronic and written), letter of application, follow-up letter, acceptance/rejection letter, letter of resignation, and letter of recommendation. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.3, LA.B.2.4.4, MA.A.1.4.1, SC.H.3.4.2

03.06 Identify and demonstrate appropriate dress and grooming for employment. LA.A.1.4.3, LA.A.2.4.4, LA.A.2.4.7, LA.A.2.4.8, LA.C.3.4.3 SC.H.3.4.3

03.07 Identify and demonstrate effective interviewing skills (e.g., behavioral). LA.A.1.4.3, LA.C.1.4.1, LA.C.1.4.3, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.D.1.4.1, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, MA.A.1.4.1, MA.A.1.4.3, SC.H.3.4.3, SS.C.2.4.3

03.08 Describe methods for handling illegal interview and application questions. LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.2, LA.A.2.4.4, LA.A.2.4.5, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.1.4.4, LA.C.2.4.2, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.4, LA.C.3.4.5, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, LA.D.2.4.2, LA.D.2.4.3, LA.D.2.4.4, LA.D.2.4.5, LA.D.2.4.6, SC.H.3.4.1, SS.A.5.4.7

03.09 Discuss state and federal labor laws regulating the workplace (e.g., Child Labor Law, sexual harassment, EEOC, ADA, FMLA, OSHA). LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.1, LA.C.1.4.3, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, LA.D.2.4.4, LA.D.2.4.5, SS.C.2.4.3, SC.H.3.4.4

03.10 Identify positive work attitudes and behaviors such as honesty, compassion, respect, responsibility, fairness, trustworthiness, and caring. LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, LA.A.2.4.1, LA.A.2.4.2, LA.A.2.4.3, LA.A.2.4.4, LA.A.2.4.5, LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.1.4.4, LA.C.2.4.1, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, LA.E.2.4.6, SC.H.3.4.3

03.11 Identify ways to work cooperatively in a business situation with diverse populations and the physically challenged. LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, LA.A.2.4.1, LA.A.2.4.2, LA.A.2.4.3, LA.A.2.4.4, LA.A.2.4.5, LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.1.4.4, LA.C.2.4.1, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, LA.E.2.4.6

03.12 Describe importance of producing quality work and meeting performance standards. LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, LA.A.2.4.1, LA.A.2.4.2, LA.A.2.4.3, LA.A.2.4.4, LA.A.2.4.5, LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.1.4.4, LA.C.2.4.1, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, LA.E.2.4.6, SC.H.3.4.2

03.13 Identify personal and business ethics (e.g., preventing theft, pilfering, and unauthorized discounting). LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, LA.A.2.4.1, LA.A.2.4.2, LA.A.2.4.3, LA.A.2.4.4, LA.A.2.4.5, LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.1.4.4, LA.C.2.4.1, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, LA.E.2.4.6, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.3, SS.C.2.4.3, SS.C.2.4.6

03.14 Demonstrate orderly and systematic behavior by creating and maintaining a monthly planner. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.D.1.4.1, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1,

LA.D.2.4.2, LA.D.2.4.3, LA.D.2.4.4, LA.D.2.4.5, LA.D.2.4.6,
LA.E.2.4.4, LA.E.2.4.6, LA.E.2.4.8, MA.A.5.4.1, MA.B.1.4.2

03.15 Identify qualities typically required for promotion (e.g.,
productivity, dependability, responsibility). LA.A.1.4.1,
LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, LA.A.2.4.1, LA.A.2.4.2,
LA.A.2.4.3, LA.A.2.4.4, LA.A.2.4.5, LA.A.2.4.6, LA.A.2.4.7,
LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.1.4.4,
LA.C.2.4.1, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, LA.E.2.4.6,
SC.H.3.4.3

03.16 Identify how to prepare for job separation and re-
employment. LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4,
LA.A.2.4.1, LA.A.2.4.2, LA.A.2.4.3, LA.A.2.4.4, LA.A.2.4.5,
LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.1.4.3, LA.C.1.4.4, LA.C.2.4.1, LA.D.1.4.2, LA.D.1.4.3,
LA.D.2.4.1, LA.E.2.4.6, SC.H.3.4.5

03.17 Create and maintain a portfolio of documents for job
placement (e.g., resume, letters of recommendation, awards,
evidence of participation in school/community/volunteer
activities, employer evaluations). LA.A.1.4.3, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, MA.A.1.4.1, MA.A.1.4.4, SC.H.3.4.5, SC.H.3.4.6

03.18 Identify and practice stress management and relaxation
techniques. LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4,
LA.A.2.4.1, LA.A.2.4.2, LA.A.2.4.3, LA.A.2.4.4, LA.A.2.4.5,
LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.1.4.3, LA.C.1.4.4, LA.C.2.4.1, LA.D.1.4.2, LA.D.1.4.3,
LA.D.2.4.1, LA.E.2.4.6

03.19 Discuss importance of practicing positive customer service
skills. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.1,
LA.C.1.4.2, LA.C.1.4.4, LA.C.3.4.1, LA.C.3.4.2

04.0 DEMONSTRATE HUMAN RELATIONS SKILLS NECESSARY FOR SUCCESS IN
HOSPITALITY AND TOURISM OCCUPATIONS—-The student will be able to:

04.01 Develop a list of qualities necessary to be an effective
team player (e.g., respect). LA.A.1.4.3, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.1.4.3, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.6

04.02 Demonstrate ability to work cooperatively with team members,
supervisors, and guests from diverse cultural backgrounds.
LA.D.1.4.1, LA.D.1.4.2, LA.D.1.4.3, SC.H.3.4.6

04.03 Identify sensitive workplace issues (i.e., gender equity,
cultural diversity, professional ethics, disability, age).
LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, LA.D.1.4.1, LA.D.1.4.2,
LA.D.1.4.3, SC.H.3.4.5, SC.H.3.4.6, SS.A.5.4.7, SS.A.5.4.8,
SS.C.2.4.3

04.04 Identify, define, and demonstrate professional interpersonal
skills and personality traits. LA.A.1.4.3, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.1.4.3, LA.C.1.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.1.4.4

04.05 Maintain hygiene, professional appearance, and a positive
attitude. HE.A.1.4.3, HE.B.1.4.5, SC.H.1.4.7

04.06 Demonstrate ability to use creative problem-solving, decision-making, and critical-thinking strategies. LA.A.2.4.7, LA.A.2.4.8, MA.A.3.4.2, MA.A.3.4.3, MA.D.2.4.2, SC.H.1.4.3, SC.H.1.4.6

04.07 Demonstrate self-management, initiative, and multi-tasking. LA.B.2.4.2, LA.C.1.4.1, SC.H.1.4.2, HE.B.1.4.3, HE.B.3.4.2

04.08 Demonstrate appropriate workplace social behavior. LA.C.1.4.1, LA.C.1.4.4, LA.C.3.4.4, SC.H.2.4.4, HE.B.3.4.2

04.09 Set personal and career goals and develop a plan of action to achieve those goals. LA.A.2.4.4, LA.B.2.4.2, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.2

04.10 Identify areas where personal and professional change and adjustment may be necessary. LA.A.2.4.8, LA.C.1.4.1, SC.H.3.4.2, HE.B.3.4.5

04.11 Demonstrate ability to offer and accept feedback. LA.C.3.4.2, SC.H.1.4.7, SC.H.3.4.5, HE.B.3.4.3, HE.B.3.4.4

04.12 Identify and practice stress management and relaxation techniques. LA.A.2.4.4, SC.H.2.4.2, HE.B.1.4.3

04.13 Explain importance of maintaining confidentiality of business matters. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, LA.D.1.4.2, SC.H.1.4.7, HE.B.3.4.2

04.14 Express importance of supporting and following company policies and procedures (e.g., attendance, tardiness). LA.C.1.4.1, LA.D.1.4.2, SC.H.1.4.7

04.15 Identify customer service skills needed for successful entry and progress in the hospitality and tourism industry. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, LA.D.1.4.2, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.1.4.6

05.0 <u>DEMONSTRATE PROFICIENCY IN APPLYING COMMUNICATION AND TECHNOLOGY SKILLS IN THE HOSPITALITY AND TOURISM INDUSTRY</u>—-The student will be able to:

05.01 Identify and apply effective communication techniques (e.g., verbal, nonverbal, written, electronic). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.1, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, HE.B.3.4.1, SC.H.3.4.3, VA.E.1.4.3

05.02 Describe effective staff communication and its uses (e.g., interpersonal, departmental, interdepartmental, company). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3, HE.B.3.4.2, HE.B.3.4.3

05.03 Identify, read, and comprehend a variety of forms of written communications utilized in the workplace. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, SC.H.3.4.3, HE.B.3.4.3

05.04 Prepare a business letter, memo, fax, and e-mail. LA.B.1.4.3, LA.B.2.4.4, MA.A.1.4.1, SC.H.3.4.3, SC.H.3.4.6

05.05 Describe positive guest/client relations. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.1, LA.C.1.4.2, LA.C.3.4.3,

LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3, HE.B.3.4.4, HE.B.3.4.7

05.06 Demonstrate ability to speak effectively to guests, co-workers, supervisors, and vendors using grammar and terminology appropriate to the industry. LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, SC.H.3.4.3

05.07 Identify techniques of placing, answering, placing on hold, recording messages, and referring telephone calls. LA.C.1.4.1, LA.C.1.4.2, LA.C.1.4.4, LA.D.1.4.3, MA.A.1.4.1, MA.A.1.4.3, SC.H.3.4.6

05.08 Identify techniques of dealing with inappropriate telephone calls (i.e., bomb threats, obscene, abusive). LA.C.1.4.1, LA.C.1.4.2, LA.C.3.4.4, SC.H.3.4.6, HE.B.3.4.7

05.09 Demonstrate effective etiquette/netiquette in a business situation. LA.C.1.4.1, LA.C.1.4.2, LA.C.1.4.4, LA.C.3.4.1, LA.D.1.4.2, SC.H.3.4.3, HE.B.3.4.4

05.10 Discuss importance of developing networking skills to expand contacts within the industry. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, LA.D.1.4.2, MA.A.1.4.1, MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.3, HE.B.3.4.4

05.11 Demonstrate active listening strategies that improve understanding and performance on the job. LA.C.1.4.1, LA.C.1.4.2, LA.C.1.4.3, LA.C.1.4.4, MA.A.1.4.1, MA.A.1.4.3, SC.H.1.4.7, HE.B.3.4.4

05.12 Discuss importance of providing clear directions, interpretations, descriptions, and explanations. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.3, MA.A.1.4.4, SC.H.1.4.5, SC.H.3.4.3, HE.B.3.4.4

05.13 Create and deliver an oral presentation. LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, SC.H.3.4.3

05.14 Identify and demonstrate mediation techniques (i.e., resolving complaints, disputes, negotiations). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.1, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.1.4.6, SC.H.3.4.6, HE.B.3.4.5, HE.B.3.4.6, SS.C.2.4.3

05.15 Identify components of and prepare an itinerary. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.4, MA.B.1.4.2, SC.H.1.4.7

05.16 Demonstrate ability to locate and interpret information found in trade journals, manuals, graphs, schedules, charts, diagrams, maps, and Internet resources. LA.A.1.4.2, LA.A.2.4.6, LA.B.2.4.1, LA.B.2.4.4, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.D.1.4.1, MA.E.1.4.1, SC.H.1.4.7, SC.H.3.4.2, SS.B.1.4.1

05.17 Identify types of technology/equipment used in a hospitality/tourism-related workplace (i.e., cash register, computer, scanner, time clock). LA.A.1.4.3, LA.A.2.4.4, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.1

06.0 EXPLAIN ECONOMIC PRINCIPLES AS RELATED TO THE HOSPITALITY AND
TOURISM INDUSTRY—-The student will be able to:

06.01 Explain concept of supply and demand (e.g., overbooking,
yield management). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5,
MA.A.2.4.1, MA.A.2.4.2, MA.A.2.4.3, SC.H.3.4.1, SS.D.2.4.2
06.02 Explain role of employee productivity in contributing to
profit margin (bottom line). LA.A.1.4.3, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4,
LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4,
MA.A.2.4.1, MA.A.2.4.2, MA.A.2.4.3, SC.H.1.4.7, SS.D.2.4.1
06.03 Identify economic opportunities in the industry.
LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.2.4.1,
MA.A.2.4.2, SC.H.1.4.7, SS.D.2.4.4
06.04 Explain impact of tourism on local, state, national, and
international economies. LA.A.1.4.2, LA.A.1.4.3,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5, MA.A.2.4.1, MA.A.2.4.2, MA.A.2.4.3,
MA.B.1.4.3, SC.H.3.4.5, SS.D.2.4.4, SS.D.2.4.6
06.05 Identify advantages and disadvantages of the primary forms
of business ownership. LA.A.1.4.3, LA.A.2.2.7, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4,
LA.C.3.4.5, SC.H.3.4.5, SS.D.1.4.1, SS.D.2.4.4, SS.D.2.4.5

07.0 IDENTIFY MARKETING AND BUSINESS FUNDAMENTALS RELATED TO THE
HOSPITALITY AND TOURISM INDUSTRY—-The student will be able to:

07.01 Explain marketing and its role in the industry and the free
enterprise system. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5,
MA.A.1.4.3, SC.H.3.4.3, SC.H.3.4.5, SS.D.1.4.1
07.02 Explain elements in the marketing mix (price, product,
promotion, place, and people). LA.A.1.4.3, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4,
LA.C.3.4.5, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2, MA.A.5.4.1,
MA.D.1.4.1, MA.E.1.4.1, MA.E.1.4.2, MA.E.1.4.3, MA.E.2.4.1,
MA.E.2.4.2, MA.E.3.4.1, MA.E.3.4.2, SC.H.3.4.3, SS.D.2.4.1,
SS.D.2.4.2
07.03 Explain functions of the business and marketing plan.
LA.A.1.4.2, LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1,
MA.A.2.4.1, MA.A.2.4.2, SC.H.3.4.3, SS.D.2.4.2
07.04 Explain concept of service vs. product marketing strategies.
LA.A.1.4.2, LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.5,
SS.D.2.4.2
07.05 Explain concept of target markets and market identification
(e.g., market segmentation). LA.A.1.4.2, LA.A.1.4.3,

LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5, MA.B.1.4.3, SC.H.3.4.5, SS.D.2.4.2

07.06 Identify industry specific channels of distribution.
LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.E.1.4.1,
MA.E.1.4.3, MA.E.2.4.1, MA.E.2.4.2, SC.H.3.4.5

07.07 Identify niche markets (customer segmentation). LA.A.1.4.3,
LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.E.1.4.1, MA.E.1.4.3,
MA.E.2.4.1, MA.E.2.4.2, SC.H.3.4.3

07.08 Identify specialty markets (product segmentation, e.g.,
sports, shopping, religion). LA.A.1.4.3, LA.A.2.4.6,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3

07.09 Recognize cultural customs and taboos. LA.D.1.4.1,
LA.D.1.4.2, LA.D.1.4.3, SC.H.3.4.5, SS.B.1.4.4, SS.D.1.4.1,
SS.D.2.4.6, HE.B.2.4.4

07.10 Discuss the role of federal regulatory agencies.
LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5,
SC.H.3.4.4, SS.C.2.4.6, SS.C.2.4.7, HE.B.2.4.2

08.0 IDENTIFY SALES TECHNIQUES AND PROCEDURES APPROPRIATE FOR USE IN
THE HOSPITALITY AND TOURISM INDUSTRY—-The student will be able to:

08.01 Explain purpose, principles, and importance of selling.
LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5

08.02 Identify effective sales techniques (e.g., steps in sales
process, cross-selling, alternative options). LA.A.1.4.3,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5

08.03 Explain motivation, needs, and expectations of the
hospitality and tourism consumer. LA.A.1.4.2, LA.A.1.4.3,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5

08.04 Identify an effective sales presentation (e.g., feature-
benefit analysis). LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4,
LA.C.3.4.5, SC.H.3.4.3

08.05 Discuss the importance of meeting specialized sales needs
(e.g., business travel, conventions and meetings,
conferences, physically and/or mentally challenged).
LA.A.1.4.2, LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5,
SC.H.3.4.5

08.06 Identify pros and cons of using the Internet as a sales
tool. LA.A.1.4.3, LA.A.2.2.7, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,

LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.5

09.0 PERFORM MATHEMATICAL OPERATIONS RELATED TO HOSPITALITY AND TOURISM OCCUPATIONS—-The student will be able to:

09.01 Perform addition, subtraction, multiplication, division, ratios, and percentages as they relate to hospitality and tourism (e.g., air travel, lodging, food service, car rentals, tours, cruises). MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.2, MA.A.3.4.1, MA.A.3.4.3, MA.A.5.4.1, MA.B.1.4.3, MA.B.2.4.1, MA.B.2.4.2, MA.B.3.4.1, MA.E.1.4.1, MA.E.1.4.2, MA.E.1.4.3, SC.H.3.4.1

09.02 Apply problem-solving techniques to hospitality and tourism sales-related transactions (e.g., cash, checks, debit cards, credit cards, discounts). MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.2, MA.A.5.4.1, MA.B.3.4.1, SC.H.1.4.3

09.03 Interpret quantitative information from tables, charts, and graphs as related to the hospitality/tourism related workplace. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2, MA.B.1.4.3, MA.B.3.4.1, MA.D.1.4.1, MA.D.2.4.2, MA.E.1.4.1, MA.E.1.4.2, MA.E.1.4.3, MA.E.2.4.1, MA.E.2.4.2, MA.E.3.4.2, SC.H.1.4.4

09.04 Using standard industry formulas relative to discount date and due date, compute amount of payment on an invoice. MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.2, MA.A.3.4.1, MA.A.3.4.3, SC.H.1.4.7

09.05 Calculate commissions, gratuities, taxes, and miscellaneous charges. MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2, MA.A.3.4.1, MA.A.3.4.3, MA.B.1.4.3, MA.B.3.4.1, SC.H.3.4.3

09.06 Calculate actual flying time and time zone differences. MA.A.1.4.3, MA.A.2.4.2, MA.A.3.4.1, MA.B.2.4.2, MA.A.3.4.3, MA.D.1.4.1, MA.D.2.4.2, SC.C.1.4.2, SC.E.1.4.1, SC.H.3.4.5

09.07 Use ratios, proportions, and scales to calculate distance on a map. MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.4, MA.A.2.4.2, MA.A.3.4.1, MA.A.3.4.2, MA.A.3.4.3, MA.B.1.4.1, MA.B.1.4.3, MA.B.3.4.1, MA.D.1.4.1, MA.D.1.4.2, MA.D.2.4.2, SC.H.3.4.5

09.08 Identify sources of currency exchange rates. LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1, MA.D.1.4.1, MA.D.2.4.2, SC.H.3.4.4

09.09 Classify different payment options (e.g., cash, personal checks, traveler's checks, credit cards, debit cards, incentive program points). LA.A.1.4.2, LA.A.2.4.6, LA.C.1.4.1, SC.H.3.4.4

09.10 Calculate refunds and exchange transactions for hospitality and tourism related services. MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2, MA.A.3.4.1, MA.A.3.4.2, MA.A.3.4.3, SC.H.3.4.3

09.11 Explain function of a night audit in the lodging and cruise industry. LA.A.1.4.2, LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.5

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FRONT DESK AGENT – INDUSTRY TITLE

10.0   DESCRIBE THE ORGANIZATIONAL STRUCTURE OF LODGING ORGANIZATIONS—-
        The student will be able to:

        10.01 Identify the different departments within a lodging
              organization (e.g., housekeeping, room service, catering).
              LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
              LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
              LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.E.1.4.1, SC.H.1.4.7
        10.02 Describe and analyze various organizational structures
              within the lodging industry. LA.A.1.4.3, LA.A.2.4.6,
              LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
              LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
              LA.C.3.4.5 MA.D.1.4.1, MA.D.2.4.2, MA.E.1.4.1, SC.H.1.4.7
        10.03 Create an organization chart of a lodging organization.
              LA.A.2.4.6, LA.B.2.4.2, MA.D.1.4.1, MA.D.2.4.2, SC.H.1.4.7

11.0   IDENTIFY THE ROLES OF MANAGEMENT AND ADMINISTRATIVE PERSONNEL—-The
        student will be able to:

        11.01 Identify the roles and responsibilities of the general
              manager and assistant manager(s). LA.A.1.4.3, LA.A.2.4.6,
              LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
              LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
              LA.C.3.4.5, SC.H.1.4.7
        11.02 Identify the various divisions of lodging organizations
              (e.g., rooms, front office, engineering, administration).
              LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
              LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
              LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7
        11.03 Identify relationship between general manager and hotel
              owners. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2,
              LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
              LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7
        11.04 Identify support personnel found in the administrative
              office of a lodging organization and their duties.
              LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
              LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
              LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7
        11.05 Identify management functions as they relate to different
              types of ownership (i.e., franchise, independent, chain).
              LA.A.2.4.6, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
              LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
              LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7

12.0   IDENTIFY HOUSEKEEPING OPERATIONS AND MANAGEMENT FUNCTIONS—-The
        student will be able to:

        12.01 List the jobs and duties in the housekeeping department.
              LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
              LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
              LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
        12.02 Describe importance of the housekeeping team and
              relationship to overall functions of lodging establishment.
              LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,

LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5

12.03 Discuss relevance of quality control to housekeeping operation. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5

12.04 Discuss the financial impact of inventory control. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.1.4.7, SC.H.3.4.5

12.05 Identify state and federal laws and guidelines relating to job performance and housekeeping operations(i.e., hospitality laws). LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5

12.06 Identify sanitation regulations and standards (i.e., OSHA). LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5

12.07 Identify safety regulations and standards (i.e., MSDS, OSHA) as they apply to housekeeping. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5

12.08 Identify documents that flow through the housekeeping department (i.e., inspection sheets). LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5

12.09 Identify vocabulary and acronyms unique to the housekeeping department. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5

12.10 Identify supplies necessary to equip a supply cart. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5

12.11 Explain and demonstrate proper techniques for maintaining room cleanliness. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5

12.12 Explain need for communication between housekeeping department and front desk (i.e., room availability, customer complaints). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5

13.0 IDENTIFY SALES/MARKETING AND RESERVATIONS FUNCTIONS–-The student will be able to:

13.01 List jobs and duties in the sales and marketing department (i.e., reservationist). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, LA.A.2.4.6, SC.H.1.4.7, SC.H.3.4.3

13.02 Describe importance of the sales and marketing team and

relationship to overall functions of lodging establishment.
LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.3, SS.D.2.4.1

13.03 Analyze lodging market segments and target markets.
LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1,
MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.2, MA.B.1.4.3, MA.D.1.4.1,
MA.E.1.4.1, MA.E.1.4.3, SC.H.1.4.7, SC.H.3.4.3

13.04 Identify the documents that flow through the sales and
marketing department (i.e., cashier report, arrival report,
credit report, departure report, contract). LA.A.1.4.3,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.5, LA.A.2.4.6, MA.A.1.4.1, MA.A.1.4.3, MA.A.1.4.4,
SC.H.1.4.7, SC.H.3.4.3

13.05 Describe various media utilized to promote lodging
establishments. LA.A.1.4.3, LA.A.2.4.5, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5,
SC.H.1.4.7, SC.H.3.4.3

13.06 Interpret parts of a marketing plan to be used in the sales
department of a lodging establishment. LA.A.1.4.3,
LA.A.2.4.1, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.5, MA.A.2.4.2, SC.H.1.4.7, SC.H.3.4.3

13.07 Identify vocabulary and acronyms unique to the sales and
marketing department. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1,
SC.H.1.4.7, SC.H.3.4.3

13.08 Identify references used in the lodging industry (e.g.,
Official Hotel Guide, Hotel and Travel Index, OAG Business
Travel Planner, Internet, a CRS display). LA.A.1.4.3,
LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.3

13.09 Compare a sample listing for a lodging establishment in each
of the references identified above. LA.A.2.4.7, SC.H.1.4.7,
SC.H.3.4.3

13.10 Recognize and identify hotel property and room codes.
LA.A.2.4.6, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, SC.H.1.4.7,
SC.H.3.4.3

13.11 Compare the information found on a hotel's website vs. a CRS
availability display. LA.A.2.4.7, SC.H.1.4.7, SC.H.3.4.3

13.12 Determine information needed to book a hotel reservation.
LA.A.2.4.6

13.13 Describe relationship between reservations and the sales and
marketing department. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.B.1.4.3,
MA.D.1.4.1, SC.H.1.4.7, SC.H.3.4.3

13.14 Explain need for communication between sales and marketing
department and front desk (i.e., sales records, function
book). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.3

14.0 IDENTIFY FOOD AND BEVERAGE FUNCTIONS—-The student will be able to:

14.01 List jobs and duties in the food and beverage department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.5, SC.H.3.4.6

14.02 Describe importance of the food and beverage team and relationship to overall functions of lodging establishment. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.5, SC.H.3.4.6

14.03 Analyze food and beverage segments and target markets. LA.A.2.4.6, LA.A.2.4.7, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.5, SC.H.3.4.6

14.04 Identify the documents that flow through the food and beverage department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.5, SC.H.3.4.6

14.05 Describe various media utilized to promote food and beverage services. LA.A.1.4.3, LA.A.2.4.5, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.5, SC.H.3.4.6

14.06 Identify vocabulary and acronyms unique to the food and beverage department. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, SC.H.3.4.5, SC.H.3.4.6

14.07 Discuss how safety and sanitation apply to food and beverage services. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.5, SC.H.3.4.6

14.08 Describe importance of being familiar with a lodging establishments meeting space availability, capacity, and capability. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.5, SC.H.3.4.6

14.09 Explain need for communication between food and beverage department and front desk. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.5, SC.H.3.4.6

15.0 IDENTIFY HUMAN RESOURCES FUNCTIONS—-The student will be able to:

15.01 List jobs and duties in the human resources department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

15.02 Describe importance of the human resources team and relationship to overall functions of lodging establishment. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

15.03 Identify the documents that flow through the human resources department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

15.04 Identify vocabulary and acronyms unique to the human resources department. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, SC.H.3.4.3, SC.H.3.4.5

15.05 Identify application procedures. LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

15.06 Explain the orientation process. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

15.07 Explain the company policies/guidelines concerning applications. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

15.08 Summarize incentive programs and benefits offered by lodging establishments. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.3, SC.H.3.4.5

15.09 Interpret labor laws governing the lodging industry. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

15.10 Explain need for communication between human resources department and front desk. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

16.0 IDENTIFY CONTROLLER/FINANCE FUNCTIONS–-The student will be able to:

16.01 List jobs and duties in the controller/finance department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.5, SS.D.1.4.1

16.02 Describe importance of the controller/finance team and relationship to overall functions of lodging establishment. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, SC.H.3.4.5

16.03 Identify the documents that flow through the controller/ finance department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.5

16.04 Identify vocabulary and acronyms unique to the controller/ finance department. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, SC.H.3.4.5

16.05 Examine the role of employee productivity in contributing to profit margin (bottom line). LA.C.3.4.3, MA.A.1.4.2, MA.A.1.4.4, MA.D.1.4.1, MA.E.1.4.1, MA.E.1.4.2, MA.E.1.4.3, SC.H.3.4.5

16.06 Interpret and evaluate a budget of a lodging establishment.

LA.A.2.4.7, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.B.1.4.3, MA.D.1.4.1, MA.D.2.4.2, MA.E.2.4.1, MA.E.2.4.2, MA.E.3.4.1, MA.E.3.4.2, SC.H.3.4.5

16.07 Identify differences between revenue centers and cost centers. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.2, MA.A.4.4.1, MA.B.1.4.3, MA.D.1.4.1, MA.E.1.4.1, MA.E.1.4.3, MA.E.3.4.1, SC.H.3.4.5

16.08 Explain need for communication between controller/finance department and front desk. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.5

17.0 IDENTIFY SAFETY/SECURITY FUNCTIONS–-The student will be able to:

17.01 List jobs and duties in the safety/security department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.6

17.02 Describe importance of the safety/security team and relationship to overall functions of lodging establishment. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.6

17.03 Identify the documents that flow through the safety/security department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.6

17.04 Identify vocabulary and acronyms unique to the safety/ security department. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, LA.D.1.4.3, MA.A.1.4.1, SC.H.3.4.6

17.05 Discuss importance of key control and safety deposit boxes. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.6

17.06 Recognize guest safety and security issues (i.e., peepholes, smoke alarms, fire extinguishers). LA.A.2.4.6, LA.A.2.4.7, SC.H.3.4.3, SC.H.3.4.6

17.07 Investigate laws pertaining to safety and security (i.e., ADA, OSHA). LA.A.2.4.6, SC.H.3.4.3, SC.H.3.4.6

17.08 Identify safety issues pertaining to lodging organizations' public areas (i.e., pool, stairwells, parking lots/garage, exercise facilities). LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.6

17.09 Develop a severe weather/hurricane preparedness plan. LA.A.2.4.7, SC.H.3.4.3, SC.H.3.4.6

17.10 Diagram evacuation plan to include location of fire exit routes, emergency alarm locations, and stairwells. LA.A.2.4.7, MA.E.1.4.1, MA.E.1.4.3, SC.H.3.4.3, SC.H.3.4.6

17.11 Explain functions of the public broadcasting system, emergency contact telephone numbers, and chain of command. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,

LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.3,
SC.H.3.4.3, SC.H.3.4.6
17.12 Demonstrate lost and found procedures. LA.A.2.4.6,
SC.H.3.4.3, SC.H.3.4.6
17.13 Simulate the use of walkie-talkies and other communication
devices. LA.C.3.4.4, MA.A.1.4.1, SC.H.3.4.3, SC.H.3.4.6
17.14 Explain need for communication between safety/security and
front desk. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.6

18.0   IDENTIFY ENGINEERING/MAINTENANCE FUNCTIONS—-The student will be
able to:

18.01 List jobs and duties in the engineering department.
LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2
18.02 Describe importance of the engineering team and
relationship to overall functions of lodging establishment.
LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2
18.03 Identify documents that flow through the engineering
department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2
18.04 Identify vocabulary and acronyms unique to the engineering
department. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, SC.H.3.4.2
18.05 Communicate importance of follow-up actions and procedures
between engineering and the front desk department.
LA.C.3.4.4, SC.H.3.4.2
18.06 Identify different types of maintenance (i.e., routine,
emergency, scheduled). LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5,
SC.H.3.4.2
18.07 Identify regulations and standards as they apply to the
engineering department (e.g., innkeepers law (509), OSHA,
ADA, etc.). LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2
18.08 Illustrate and label facility layout. LA.B.2.4.3,
MA.E.1.4.1, MA.E.1.4.3, SC.H.3.4.2
18.09 Explain need for communication between engineering/
maintenance and front desk. LA.A.1.4.3, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5,
SC.H.3.4.2

19.0   IDENTIFY FRONT DESK FUNCTIONS—-The student will be able to:

19.01 List jobs and duties in the front desk department.
LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5
19.02 Describe importance of the front desk team and

relationship to overall functions of lodging establishment.
LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

19.03 Identify documents that flow through the front desk
department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3,
SC.H.3.4.5

19.04 Identify vocabulary and acronyms unique to the front desk
department. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, SC.H.3.4.3,
SC.H.3.4.5

19.05 Demonstrate ability to generate and distribute front desk
reports. LA.B.2.4.2, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3,
MA.A.1.4.4, SC.H.3.4.3, SC.H.3.4.5

19.06 Identify laws, regulations, and standards as they pertain to
front desk operations. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5,
SC.H.3.4.3, SC.H.3.4.5

19.07 Explain need for interdepartmental communication.
LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

19.08 Simulate use of telecommunication equipment. LA.A.1.4.3,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

20.0 EXAMINE THE GUEST CYCLE PROCESS—-The student will be able to:

20.01 Explain and demonstrate pre-arrival procedures. LA.A.1.4.3,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.5, SC.H.3.4.3

20.02 Demonstrate process of greeting guest (body language, facial
expression, guest acknowledgment). LA.C.3.4.4, SC.H.3.4.5

20.03 Simulate guest registration process. LA.C.3.4.4,
MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.3

20.04 Prepare and complete the guest departure process.
LA.B.2.4.2, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4,
SC.H.3.4.3

21.0 PRACTICE RESPONDING TO GUEST NEEDS, REQUESTS, AND CONCERNS—-The
student will be able to:

21.01 Identify and classify guest requests. LA.A.1.4.3,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.5, SC.H.1.4.7

21.02 Examine appropriate follow-up procedures. LA.B.2.4.4,
SC.H.1.4.7

21.03 Recognize, compare, and contrast cultural differences.
LA.D.1.4.2, SC.H.1.4.7

21.04 Distinguish among types of guest complaints (i.e.,
attitudinal, mechanical, service related, unusual).
LA.D.1.4.2, SC.H.1.4.7

21.05 Predict outcomes and practice mediation techniques.

LA.D.1.4.2, SC.H.1.4.7

21.06 Demonstrate ability to convey hotel features, services, amenities, and special events to guests. LA.C.3.4.2, SC.H.1.4.7

22.0 OPERATE FRONT DESK COMPUTER/OFFICE TECHNOLOGY—-The student will be able to:

22.01 Demonstrate computer knowledge (e.g., hardware, software, operating systems, terminology). LA.B.2.4.4, MA.A.1.4.1, MA.A.1.4.3, SC.H.1.4.7

22.02 Demonstrate proper keyboarding techniques. LA.B.1.4.2, SC.H.1.4.7

22.03 Utilize wordprocessing software to create career and industry related documents. LA.B.1.4.3, SC.H.1.4.7

22.04 Utilize spreadsheet software to enhance decision-making skills. LA.B.1.4.3, MA.A.1.4.1, MA.A.1.4.3, MA.A.2.4.1, MA.A.2.4.2, MA.A.4.4.1, MA.A.5.4.1, MA.B.1.4.3, SC.H.1.4.7

22.05 Utilize database software to create a basic database. LA.B.1.4.3, MA.A.1.4.1, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2, SC.H.1.4.7

22.06 Utilize presentation software to create a multimedia presentation. LA.B.1.4.3, SC.H.1.4.7

22.07 Demonstrate knowledge of Internet fundamentals (e.g., E-mail, portals/search engines). LA.B.2.4.4, SC.H.1.4.7

22.08 Demonstrate knowledge of technology based office equipment. LA.B.2.4.4, MA.A.1.4.1, MA.A.1.4.3, SC.H.1.4.7

23.0 PERFORM DESIGNATED JOB SKILLS--The student will be able to:

23.01 Perform tasks as outlined in the job performance skills plan. LA.B.2.4.1, SC.H.3.4.6

23.02 Display an acceptable level of productivity and quality control. LA.B.2.4.1, SC.H.3.4.6

23.03 Maintain appropriate records. LA.B.2.4.3, MA.A.1.4.1, MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.6

23.04 Demonstrate appropriate dress and grooming habits for the workplace environment. LA.C.3.4.3, HE.B.2.4.3, SC.H.3.4.6

23.05 Demonstrate an understanding of a company's products and services. LA.C.3.4.3, SC.H.3.4.6

24.0 DEMONSTRATE WORK ETHICS--The student will be able to:

24.01 Demonstrate effective written and oral communication and listening skills. LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.C.1.4.1, MA.A.1.4.1, SC.H.1.4.7, SC.H.3.4.5

24.02 Demonstrate the ability to resolve customer, employee, and employee/employer problems and concerns. LA.C.3.4.3, SS.C.2.4.3, HE.B.3.4.2, SC.H.1.4.7, SC.H.3.4.5

24.03 Demonstrate acceptable work habits and conduct in the workplace as defined by company policy. LA.C.3.4.3, SC.H.1.4.7, SC.H.3.4.5

24.04 Demonstrate legal and ethical behavior within the scope of job responsibilities. LA.C.3.4.3, SS.C.2.4.6, SC.H.1.4.7, SC.H.3.4.5

24.05 Follow policies and procedures affecting safety, health, and well being. LA.C.1.4.1, HE.A.1.4.7, SC.H.1.4.7, SC.H.3.4.5

24.06 Exhibit behavior supporting and promoting cultural and ethnic diversity. HE.B.3.4.2, SC.H.1.4.7, SC.H.3.4.5

24.07 Demonstrate interpersonal skills that enhance team
     productivity and foster positive work ethics. LA.C.3.4.3,
     HE.A.1.4.1, SC.H.1.4.7, SC.H.3.4.5

OCCUPATIONAL COMPLETION POINT - DATA CODE - C
FRONT DESK SUPERVISOR – INDUSTRY TITLE

25.0   <u>DEFINE AND APPLY VARIOUS MANAGEMENT STYLES AND LEADERSHIP
     TECHNIQUES</u>--The student will be able to:

     25.01 Compare and contrast autocratic, bureaucratic, democratic,
          and laissez-faire management styles. LA.A.1.4.2,
          SC.H.3.4.5, SS.C.2.4.2, SS.D.2.4.4
     25.02 Apply the different management styles to a variety of front
          desk situations (i.e., financial transactions, personnel
          issues, guest relations). LA.C.1.4.1, LA.C.3.4.2,
          MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.5
     25.03 Define empowerment; centralization and decentralization;
          Theory X, Theory Y, and Theory Z; transactional; and
          transformational as they apply to leadership. LA.A.1.4.3,
          LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
          LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
          LA.C.3.4.5, SC.H.3.4.5
     25.04 Distinguish between management and leadership. LA.A.1.4.3,
          LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
          LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
          LA.C.3.4.5, SC.H.3.4.5

26.0   <u>DEFINE AND EVALUATE ROLE OF EFFECTIVE TEAM BUILDING</u>—The student
     will be able to:

     26.01 Assess characteristics of successful teams (i.e., mission
          statement, code of conduct, effective leadership).
          LA.A.2.4.4, SC.H.3.4.5
     26.02 Identify and discuss stages of team development (i.e.,
          forming, storming, norming, performing, transforming).
          LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
          LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
          LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.5
     26.03 Discuss, apply, and evaluate brainstorming techniques.
          LA.C.3.4.2, SC.H.3.4.5
     26.04 Compare and contrast positive and negative roles individuals
          play in a team situation. LA.A.2.4.5, SC.H.3.4.5
     26.05 Explain how to manage individuals and specific behaviors to
          encourage team building. LA.A.1.4.3, LA.B.1.4.1,
          LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
          LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5,
          SC.H.3.4.5
     26.06 Apply different team building techniques to front desk
          operations. LA.C.3.4.2, SC.H.3.4.5

27.0   <u>DEMONSTRATE KNOWLEDGE OF LAWS, LEGISLATION, AND REGULATIONS THAT
     AFFECT THE LODGING INDUSTRY</u>—The student will be able to:

     27.01 Identify, interpret, and apply applicable wage and hour
          laws. LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1,
          LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
          LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5,

MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1,
MA.A.2.4.2, SC.H.3.4.2, SC.H.3.4.4, SS.C.1.4.3

27.02 Identify, interpret, and apply laws affecting hiring
practices. LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5,
SC.H.3.4.2, SC.H.3.4.4

27.03 Identify, interpret, and apply labor relations laws.
LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2,
SC.H.3.4.4

27.04 Identify, interpret, and apply public health and safety
laws. LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5,
SC.H.3.4.2, SC.H.3.4.4

27.05 Identify, interpret, and apply workers' compensation laws.
LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1,
MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2,
SC.H.3.4.2, SC.H.3.4.4

27.06 Identify, interpret, and apply the Innkeeper's Act.
LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2,
SC.H.3.4.4

27.07 Identify, interpret, and apply the Civil Rights Act.
LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2,
SC.H.3.4.4, SS.C.1.4.1, SS.C.1.4.2, SS.C.1.4.3

27.08 Identify, interpret, and apply company and/or franchise
regulations. LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.5, SC.H.3.4.2, SC.H.3.4.4

27.09 Identify licenses and permits required to operate a lodging
establishment. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5,
SC.H.3.4.2, SC.H.3.4.4

27.10 Discuss insurance requirements of a lodging establishment.
LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2,
MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2, SC.H.3.4.2,
SC.H.3.4.4

27.11 Investigate taxes affecting the lodging industry.
LA.A.2.4.6, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4,
SC.H.3.4.2, SC.H.3.4.4

27.12 Interpret laws affecting contractual agreements (i.e., sales
receipt, voucher, vendors). LA.A.1.4.3, LA.A.2.4.6,
LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3,
MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2, SC.H.3.4.2, SC.H.3.4.4

28.0 DESCRIBE AND DEMONSTRATE PERSONNEL SUPERVISION TECHNIQUE--The student will be able to:

28.01 Prepare a job description and task analysis for front desk agent position. LA.A.2.4.4, LA.A.2.4.8, SC.H.1.4.7
28.02 Conduct a job application interview. LA.C.3.4.2, SC.H.1.4.7
28.03 Establish recruiting and selection procedures to match applicants with job descriptions. LA.A.2.4.7, SC.H.1.4.7
28.04 Prepare and maintain an employee work schedule. LA.B.2.4.2, MA.A.2.4.2, MA.D.1.4.1, SC.H.1.4.7
28.05 Apply dispute resolution skills to the handling of staff grievances, conflicts, disputes, and/or complaints. LA.C.3.4.2, LA.C.1.4.1, LA.D.1.4.2, SC.H.1.4.7
28.06 Recognize the need for and types of employee incentive programs. LA.A.2.4.6, LA.C.1.4.1, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2, SC.H.1.4.7
28.07 Demonstrate techniques for delegating responsibility and authority. LA.C.3.4.4, SC.H.1.4.7
28.08 Assess effectiveness of delegation techniques. LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7
28.09 Conduct management-employee group discussions. LA.C.3.4.4, LA.D.1.4.2, SC.H.1.4.7

29.0 MANAGE GUEST SERVICES—The student will be able to:

29.01 Prepare responses to typical guest requests. LA.C.3.4.4, LA.D.1.4.3, SC.H.3.4.5
29.02 Create appropriate follow-up procedures. LA.B.2.4.3, SC.H.3.4.5
29.03 Research and assemble information concerning the surrounding community. LA.A.2.4.6, LA.A.1.4.1, LA.A.1.4.3, MA.E.3.4.1, SC.H.3.4.5
29.04 Design a guest service policy. LA.B.2.4.3, LA.D.1.4.3, SC.H.3.4.5
29.05 Design a comment card to evaluate guest service policies. LA.B.2.4.3, LA.D.1.4.3, SC.H.3.4.5
29.06 Forecast guest needs based on future trends and unusual events (i.e., Super Bowl, Olympics, natural disasters). LA.A.2.4.7, MA.A.5.4.1, MA.B.1.4.3, MA.E.1.4.1, MA.E.1.4.2, MA.E.1.4.3, MA.E.2.4.1, MA.E.2.4.2, MA.E.3.4.1, SC.H.3.4.5
29.07 Discuss the unique needs of the business traveler.

30.0 MAINTAIN ACCOUNTING AND INFORMATION SYSTEM—The student will be able to:

30.01 Define revenue, gross income, overhead, and profit. LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.B.1.4.2, MA.B.1.4.3, SC.H.3.4.1, SC.H.3.4.2, SS.D.2.4.1, SS.D.2.4.2
30.02 Examine the main accounting tools used by the business office of a lodging establishment. LA.A.2.4.7, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.2, MA.D.1.4.1, SC.H.3.4.1, SC.H.3.4.2
30.03 Explain procedures for handling Airline Reporting Corporation (ARC) traffic documents (i.e., tour orders,

Miscellaneous Charge Orders [MCOs]). LA.A.1.4.3,
LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.1, SC.H.3.4.2

30.04 Define a credit transaction and credit terms. LA.A.1.4.2,
LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1,
MA.A.1.4.3, MA.A.2.4.2, SC.H.3.4.1, SC.H.3.4.2

30.05 Prepare and interpret an invoice, a monthly statement, and a
purchase order. LA.A.2.4.7, MA.A.1.4.1, MA.A.1.4.2,
MA.A.1.4.3, MA.A.1.4.4, MA.A.3.4.1, MA.A.3.4.2, MA.A.4.4.1,
MA.A.5.4.1, MA.B.1.4.3, MA.B.3.4.1, MA.D.1.4.1, MA.D.2.4.2,
MA.E.1.4.1, SC.H.3.4.1, SC.H.3.4.2

30.06 Post accounting information to an accounts receivable
journal, a cash receipts journal, an accounts payable
journal, and a disbursements journal. MA.A.1.4.1,
MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2,
MA.A.2.4.3, MA.A.3.4.1, MA.A.3.4.3, MA.B.3.4.1, MA.D.1.4.1,
SC.H.3.4.1, SC.H.3.4.2

30.07 Identify data, ratios, and formulas that can be used to
forecast room availability, occupancy, and revenue.
LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2,
MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.3, MA.A.3.4.2, MA.A.4.4.1,
MA.B.1.4.2, MA.E.1.4.3, SC.H.3.4.1, SC.H.3.4.2

30.08 Interpret room availability, occupancy, and revenue reports.
LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2,
MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.2, MA.A.2.4.3, MA.A.4.4.1,
MA.B.1.4.3, MA.E.1.4.1, MA.E.1.4.3, SC.H.3.4.1, SC.H.3.4.2

30.09 Identify elements of budget reports and how they can be used
to analyze operations. LA.A.1.4.3, LA.A.2.4.7, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5,
MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1,
MA.A.2.4.2, MA.A.3.4.2, MA.A.4.4.1, MA.B.1.4.3, MA.D.1.4.1,
MA.D.2.4.2, MA.E.1.4.3, SC.H.3.4.1, SC.H.3.4.2

31.0   DEMONSTRATE AN UNDERSTANDING OF ENTREPRENEURSHIP--The student will
be able to:

31.01 Define "entrepreneurship." LA.A.1.4.3, LA.A.2.4.4,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.5, SS.D.2.4.5, SC.H.3.4.5, SC.H.3.4.6

31.02 Describe importance of entrepreneurship as it relates to the
lodging industry and the American economy. LA.A.1.4.3,
LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.E.1.4.3, SC.H.3.4.5,
SC.H.3.4.6

31.03 Discuss entrepreneurship as a career choice (e.g.,
characteristics, aptitudes, and skills necessary to be a
successful entrepreneur). LA.A.2.4.4, SC.H.3.4.5,
SC.H.3.4.6

31.04 List advantages and disadvantages of business and franchise
ownership. LA.A.2.4.4, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3,

MA.A.1.4.4, MA.E.1.4.1, MA.E.1.4.3, SC.H.3.4.5, SC.H.3.4.6
31.05 Analyze risks and benefits involved in ownership of a
lodging business. LA.A.2.4.7, MA.A.1.4.1, MA.A.1.4.2,
MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.5, SC.H.3.4.6
31.06 Practice business skills needed to operate a lodging
business efficiently and effectively. LA.B.2.4.3,
LA.D.1.4.2, LA.D.2.4.1, MA.A.1.4.1, SC.H.3.4.5, SC.H.3.4.6
31.07 Develop a business plan for opening a lodging property.
LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.2.4.3, MA.A.1.4.1,
MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.4.4.1, MA.B.3.4.1,
MA.E.1.4.1, MA.E.1.4.3, MA.E.2.4.1, MA.E.2.4.2, MA.E.3.4.1,
SC.H.3.4.5, SC.H.3.4.6
31.08 Invent an advertising campaign to promote your lodging
property. LA.B.2.4.3, MA.E.1.4.1, MA.E.1.4.2, MA.E.1.4.3,
MA.E.2.4.1, MA.E.2.4.2, MA.E.3.4.1, MA.E.3.4.2, SC.H.3.4.5,
SC.H.3.4.6

32.0 DEMONSTRATE THE USE OF INFORMATION TECHNOLOGY WITHIN A LODGING
PROPERTY--The student will be able to:

32.01 Explain importance and uses of information technology in
the management of a lodging property. LA.A.1.4.3,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.5, LA.D.2.4.4, LA.D.2.4.5, SC.H.3.4.3, SC.H.3.4.6
32.02 Demonstrate proficiency with information technology as used
in the lodging industry. LA.A.1.4.2, MA.A.1.4.1,
MA.A.1.4.3, SC.H.3.4.3, SC.H.3.4.6
32.03 Utilize integrated software programs to facilitate staff
training. LA.B.2.4.4, LA.D.2.4.4, LA.D.2.4.5, MA.E.1.4.1,
MA.E.1.4.2, MA.E.1.4.3, SC.H.3.4.3, SC.H.3.4.6
32.04 Demonstrate proficiency with front office computer systems
applications. MA.A.1.4.1, MA.A.1.4.2, MA.E.1.4.1,
MA.E.1.4.2, MA.E.1.4.3, SC.H.3.4.3, SC.H.3.4.6

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8830310
Course Title: Hotel Fundamentals (Introduction to Hospitality
                        and Tourism 2002-2003)
Course Credit: 1

COURSE DESCRIPTION:

The purpose of this course is to provide students with experiences and
skills necessary for entry and development of a career in the
hospitality industry. Students will have met Occupational Completion
Point Data Code A: Guest Services Agent - Industry Title

01.0   IDENTIFY CAREERS IN THE HOSPITALITY AND TOURISM INDUSTRY—-The
       student will be able to:

       01.01 List career positions in a variety of hospitality and
             tourism related industry components (e.g., ground
             transportation, cruise, air travel, lodging, food service,
             retail and corporate travel, leisure and recreation,
             conventions and special events). LA.A.1.4.3, LA.B.1.4.1,
             LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
             LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4,
             LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
       01.02 Explain duties and responsibilities for the identified
             hospitality and tourism positions using current sources of
             information. LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.6,
             LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
             LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
             LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
       01.03 Identify skills and knowledge needed by hospitality and
             tourism professionals. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1,
             LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
             LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4,
             LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4,
             SC.H.1.4.7, SC.H.3.4.5
       01.04 Identify requirements for entry and advancement, career
             ladders, and employment opportunities. LA.A.1.4.3,
             LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
             LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
             LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.E.1.4.1, MA.E.1.4.2,
             SC.H.1.4.7, SC.H.3.4.5
       01.05 Identify advantages and disadvantages of working in the
             hospitality and tourism industry. LA.A.1.4.3, LA.A.2.2.7,
             LA.A.2.4.6, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
             LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
             LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.1.4.7,
             SC.H.3.4.5, SS.D.2.4.1
       01.06 Complete self-assessment and analysis of life style goals
             and aspirations to evaluate for suitability in the
             hospitality and tourism industry. LA.A.2.4.4, MA.E.1.4.1,
             MA.E.1.4.2, SC.H.1.4.7, SC.H.3.4.5
       01.07 Develop an individualized education and career plan related
             to the hospitality and tourism industry. LA.A.2.4.4,
             LA.B.2.4.1, SC.H.1.4.7, SC.H.3.4.5

02.0 <u>DEMONSTRATE KNOWLEDGE OF THE HOSPITALITY AND TOURISM INDUSTRY</u>—-The
student will be able to:

02.01 Trace history and development of the hospitality and tourism
industry (e.g., airline deregulation, technology,
globalization). LA.A.1.4.2, LA.A.2.4.6, MA.B.3.4.1,
MA.D.1.4.1, MA.E.1.4.1, SC.D.2.4.1, SC.H.3.4.3, SS.A.5.4.8

02.02 Trace history, development, and relative importance of
various travel modalities and lodging facilities.
LA.A.1.4.2, LA.A.2.4.6, MA.B.3.4.1, MA.D.1.4.1, MA.E.1.4.1,
SC.H.3.4.3 SS.D.2.4.2

02.03 Define commonly used terms in the hospitality and tourism
industry. LA.A.1.4.2, LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5,
SC.H.3.4.3

02.04 Identify major components of the hospitality and tourism
industry. LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4,
LA.C.3.4.5, SC.H.3.4.3

02.05 Identify and describe organizational structures and
divisions within the hospitality and tourism industry.
LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.D.1.4.1,
MA.D.2.4.2, SC.H.3.4.3

02.06 Identify technological advancement within the hospitality
and tourism industry. LA.A.1.4.3, LA.A.2.4.4, LA.A.2.4.6,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3

02.07 Describe importance of quality service and continuous
improvement. LA.A.1.4.2, LA.A.1.4.3, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4,
LA.C.3.4.5, SC.H.3.4.3

02.08 Understand concept of perishability and seasonality of
hospitality and tourism products. LA.A.1.4.2, LA.A.1.4.3,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5, LA.D.1.4.4, SC.H.3.4.3, SS.D.2.4.2

02.09 Recognize the need for quality assurance in the hospitality
and tourism industry. LA.A.1.4.2, LA.A.2.4.7, SC.H.3.4.3,
SC.H.3.4.5

02.10 Identify business and professional associations and
certifications. LA.A.1.4.3, LA.A.2.4.4, LA.A.2.4.6,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

02.11 Differentiate between international, domestic, and local
hospitality and tourism. LA.A.2.4.6, SC.H.3.4.3,
SC.H.3.4.5, SS.B.1.4.4, SS.D.2.4.6

02.12 Identify and cite sources of major travel documents needed
by travelers. LA.A.1.4.3, LA.A.2.4.4, LA.A.2.4.6,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

02.13 Recognize the problems caused by improper documentation.
LA.A.1.4.2, LA.A.2.4.7, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3,
MA.A.1.4.4, SC.H.3.4.3, SC.H.3.4.5
02.14 Identify and understand the use of industry specific
resources. LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4,
LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5
02.15 Identify future trends in the hospitality and tourism
industry. LA.A.1.4.3, LA.A.2.4.4, LA.A.2.4.6, LA.A.2.4.7,
LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.3, MA.A.1.4.4,
MA.E.1.4.1, MA.E.1.4.3, MA.E.2.4.1, MA.E.2.4.2, MA.E.3.4.2,
SC.H.3.4.3, SC.H.3.4.5
02.16 Demonstrate a functional understanding of domestic and
international procedures throughout the hospitality and
tourism industry. LA.A.1.4.2, LA.A.2.4.4, LA.A.2.4.7,
SC.H.3.4.3, SC.H.3.4.5
02.17 Identify factors influencing travelers to choose a
particular location (e.g., weather, culture, climate, cost,
natural resources). LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.6,
LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.D.1.4.1, SC.H.3.4.3,
SC.H.3.4.5, SS.B.1.4.5, SS.B.2.4.1, SS.B.2.4.2
02.18 Describe components of an itinerary and a tour package.
LA.A.1.4.3, LA.A.2.4.1, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5,
SC.D.1.4.1, SC.H.3.4.3, SC.H.3.4.5
02.19 Identify modes and uses of ground transportation and discuss
advantages and disadvantages of each. LA.A.1.4.2,
LA.A.1.4.3, LA.A.2.4.4, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
SC.D.1.4.1, SC.H.3.4.3, SC.H.3.4.5
02.20 Demonstrate a functional understanding of flight schedules.
LA.A.2.4.4, LA.A.2.4.6, MA.B.1.4.2, MA.B.3.4.1, MA.E.1.4.1,
SC.C.1.4.2, SC.H.3.4.3, SC.H.3.4.5
02.21 Identify, compare, and contrast types of lodging facilities
and ownership. LA.A.1.4.3, LA.A.2.2.7, LA.A.2.4.6,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5, MA.E.1.4.1, SC.H.3.4.3, SC.H.3.4.5
02.22 Explain factors that determine room rates and package plans.
LA.A.1.4.2, LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1,
MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2,
MA.B.1.4.3, SC.H.3.4.3, SC.H.3.4.5
02.23 Identify sources of information concerning popular cruise
destinations and itineraries. LA.A.1.4.3, LA.A.2.4.6,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5
02.24 Demonstrate a functional understanding of a cruise ship
including the deck plan, public spaces, and stateroom
accommodations. LA.A.2.4.4, LA.A.2.4.6, LA.A.2.4.7,
MA.D.1.4.1, MA.E.1.4.1, SC.H.3.4.3, SC.H.3.4.5

02.25 Identify and explain the similarities of a cruise ship and a hotel as a destination. LA.A.1.4.3, LA.A.2.2.7, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

02.26 Identify types of food service operations, segments, and ownership. LA.A.1.4.2, LA.A.2.4.6, LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

02.27 Identify role of conventions and special events in the hospitality and tourism industry. LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

02.28 Identify components of leisure and recreation industry and provide examples of each. LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

02.29 Explain differences between public and commercial leisure and recreational systems. LA.A.1.4.3, LA.A.2.2.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

03.0 DEMONSTRATE EMPLOYABILITY SKILLS NECESSARY FOR SUCCESS IN HOSPITALITY AND TOURISM OCCUPATIONS—-The student will be able to:

03.01 Identify and utilize resources used in a job search for a hospitality and tourism related career (e.g., networking, newspaper, Internet). LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.5, LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.1.4.4, LA.C.2.4.1, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, LA.E.2.4.6, MA.A.3.4.2, SC.H.3.4.5, SC.H.3.4.6, SS.D.1.4.1

03.02 Discuss importance of drug tests and criminal background checks in identifying possible employment options. LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.1, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, LA.D.2.4.4, LA.D.2.4.5, SC.H.3.4.1, SC.H.3.4.3, SS.A.5.4.7

03.03 Identify steps in the job application process including arranging for references and proper documentation (e.g., green card). LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, LA.A.2.4.1, LA.A.2.4.2, LA.A.2.4.3, LA.A.2.4.4, LA.A.2.4.5, LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.1.4.4, LA.C.2.4.1, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, LA.E.2.4.6, MA.A.5.4.1, SC.H.3.4.6

03.04 Identify procedures and documents required when applying for a job (e.g., application, W-4, I-9). LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, LA.A.2.4.1, LA.A.2.4.2, LA.A.2.4.3, LA.A.2.4.4, LA.A.2.4.5, LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.1.4.4, LA.C.2.4.1, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, LA.E.2.4.6, MA.A.5.4.1, SC.H.3.4.6, SS.A.5.4.7

03.05 Prepare a resume (electronic and written), letter of
      application, follow-up letter, acceptance/rejection letter,
      letter of resignation, and letter of recommendation.
      LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.3,
      LA.B.2.4.4, MA.A.1.4.1, SC.H.3.4.2
03.06 Identify and demonstrate appropriate dress and grooming for
      employment. LA.A.1.4.3, LA.A.2.4.4, LA.A.2.4.7, LA.A.2.4.8,
      LA.C.3.4.3 SC.H.3.4.3
03.07 Identify and demonstrate effective interviewing skills
      (e.g., behavioral). LA.A.1.4.3, LA.C.1.4.1, LA.C.1.4.3,
      LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.D.1.4.1,
      LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, MA.A.1.4.1, MA.A.1.4.3,
      SC.H.3.4.3, SS.C.2.4.3
03.08 Describe methods for handling illegal interview and
      application questions. LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.2,
      LA.A.2.4.4, LA.A.2.4.5, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2,
      LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
      LA.C.1.4.3, LA.C.1.4.4, LA.C.2.4.2, LA.C.3.4.1, LA.C.3.4.2,
      LA.C.3.4.4, LA.C.3.4.5, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1,
      LA.D.2.4.2, LA.D.2.4.3, LA.D.2.4.4, LA.D.2.4.5, LA.D.2.4.6,
      SC.H.3.4.1, SS.A.5.4.7
03.09 Discuss state and federal labor laws regulating the
      workplace (e.g., Child Labor Law, sexual harassment, EEOC,
      ADA, FMLA, OSHA). LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3,
      LA.A.1.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
      LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.1, LA.C.1.4.3,
      LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5,
      LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, LA.D.2.4.4, LA.D.2.4.5,
      SS.C.2.4.3, SC.H.3.4.4
03.10 Identify positive work attitudes and behaviors such as
      honesty, compassion, respect, responsibility, fairness,
      trustworthiness, and caring. LA.A.1.4.1, LA.A.1.4.2,
      LA.A.1.4.3, LA.A.1.4.4, LA.A.2.4.1, LA.A.2.4.2, LA.A.2.4.3,
      LA.A.2.4.4, LA.A.2.4.5, LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8,
      LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
      LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.1.4.4, LA.C.2.4.1,
      LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, LA.E.2.4.6, SC.H.3.4.3
03.11 Identify ways to work cooperatively in a business situation
      with diverse populations and the physically challenged.
      LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, LA.A.2.4.1,
      LA.A.2.4.2, LA.A.2.4.3, LA.A.2.4.4, LA.A.2.4.5, LA.A.2.4.6,
      LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
      LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3,
      LA.C.1.4.4, LA.C.2.4.1, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1,
      LA.E.2.4.6
03.12 Describe importance of producing quality work and meeting
      performance standards. LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3,
      LA.A.1.4.4, LA.A.2.4.1, LA.A.2.4.2, LA.A.2.4.3, LA.A.2.4.4,
      LA.A.2.4.5, LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1,
      LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
      LA.B.2.4.4, LA.C.1.4.3, LA.C.1.4.4, LA.C.2.4.1, LA.D.1.4.2,
      LA.D.1.4.3, LA.D.2.4.1, LA.E.2.4.6, SC.H.3.4.2
03.13 Identify personal and business ethics (e.g., preventing
      theft, pilfering, and unauthorized discounting).
      LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, LA.A.2.4.1,
      LA.A.2.4.2, LA.A.2.4.3, LA.A.2.4.4, LA.A.2.4.5, LA.A.2.4.6,
      LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
      LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3,
      LA.C.1.4.4, LA.C.2.4.1, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1,

LA.E.2.4.6, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4,
SC.H.3.4.3, SS.C.2.4.3, SS.C.2.4.6

03.14 Demonstrate orderly and systematic behavior by creating and
maintaining a monthly planner. LA.A.1.4.3, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.D.1.4.1, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1,
LA.D.2.4.2, LA.D.2.4.3, LA.D.2.4.4, LA.D.2.4.5, LA.D.2.4.6,
LA.E.2.4.4, LA.E.2.4.6, LA.E.2.4.8, MA.A.5.4.1, MA.B.1.4.2

03.15 Identify qualities typically required for promotion (e.g.,
productivity, dependability, responsibility). LA.A.1.4.1,
LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, LA.A.2.4.1, LA.A.2.4.2,
LA.A.2.4.3, LA.A.2.4.4, LA.A.2.4.5, LA.A.2.4.6, LA.A.2.4.7,
LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.1.4.4,
LA.C.2.4.1, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, LA.E.2.4.6,
SC.H.3.4.3

03.16 Identify how to prepare for job separation and re-
employment. LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4,
LA.A.2.4.1, LA.A.2.4.2, LA.A.2.4.3, LA.A.2.4.4, LA.A.2.4.5,
LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.1.4.3, LA.C.1.4.4, LA.C.2.4.1, LA.D.1.4.2, LA.D.1.4.3,
LA.D.2.4.1, LA.E.2.4.6, SC.H.3.4.5

03.17 Create and maintain a portfolio of documents for job
placement (e.g., resume, letters of recommendation, awards,
evidence of participation in school/community/volunteer
activities, employer evaluations). LA.A.1.4.3, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, MA.A.1.4.1, MA.A.1.4.4, SC.H.3.4.5, SC.H.3.4.6

03.18 Identify and practice stress management and relaxation
techniques. LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4,
LA.A.2.4.1, LA.A.2.4.2, LA.A.2.4.3, LA.A.2.4.4, LA.A.2.4.5,
LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.1.4.3, LA.C.1.4.4, LA.C.2.4.1, LA.D.1.4.2, LA.D.1.4.3,
LA.D.2.4.1, LA.E.2.4.6

03.19 Discuss importance of practicing positive customer service
skills. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.1,
LA.C.1.4.2, LA.C.1.4.4, LA.C.3.4.1, LA.C.3.4.2

04.0 DEMONSTRATE HUMAN RELATIONS SKILLS NECESSARY FOR SUCCESS IN
HOSPITALITY AND TOURISM OCCUPATIONS—-The student will be able to:

04.01 Develop a list of qualities necessary to be an effective
team player (e.g., respect). LA.A.1.4.3, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.1.4.3, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.6

04.02 Demonstrate ability to work cooperatively with team members,
supervisors, and guests from diverse cultural backgrounds.
LA.D.1.4.1, LA.D.1.4.2, LA.D.1.4.3, SC.H.3.4.6

04.03 Identify sensitive workplace issues (i.e., gender equity,
cultural diversity, professional ethics, disability, age).
LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, LA.D.1.4.1, LA.D.1.4.2,
LA.D.1.4.3, SC.H.3.4.5, SC.H.3.4.6, SS.A.5.4.7, SS.A.5.4.8,
SS.C.2.4.3

04.04 Identify, define, and demonstrate professional interpersonal skills and personality traits. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.1.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.1.4.4

04.05 Maintain hygiene, professional appearance, and a positive attitude. HE.A.1.4.3, HE.B.1.4.5, SC.H.1.4.7

04.06 Demonstrate ability to use creative problem-solving, decision-making, and critical-thinking strategies. LA.A.2.4.7, LA.A.2.4.8, MA.A.3.4.2, MA.A.3.4.3, MA.D.2.4.2, SC.H.1.4.3, SC.H.1.4.6

04.07 Demonstrate self-management, initiative, and multi-tasking. LA.B.2.4.2, LA.C.1.4.1, SC.H.1.4.2, HE.B.1.4.3, HE.B.3.4.2

04.08 Demonstrate appropriate workplace social behavior. LA.C.1.4.1, LA.C.1.4.4, LA.C.3.4.4, SC.H.2.4.4, HE.B.3.4.2

04.09 Set personal and career goals and develop a plan of action to achieve those goals. LA.A.2.4.4, LA.B.2.4.2, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.2

04.10 Identify areas where personal and professional change and adjustment may be necessary. LA.A.2.4.8, LA.C.1.4.1, SC.H.3.4.2, HE.B.3.4.5

04.11 Demonstrate ability to offer and accept feedback. LA.C.3.4.2, SC.H.1.4.7, SC.H.3.4.5, HE.B.3.4.3, HE.B.3.4.4

04.12 Identify and practice stress management and relaxation techniques. LA.A.2.4.4, SC.H.2.4.2, HE.B.1.4.3

04.13 Explain importance of maintaining confidentiality of business matters. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, LA.D.1.4.2, SC.H.1.4.7, HE.B.3.4.2

04.14 Express importance of supporting and following company policies and procedures (e.g., attendance, tardiness). LA.C.1.4.1, LA.D.1.4.2, SC.H.1.4.7

04.15 Identify customer service skills needed for successful entry and progress in the hospitality and tourism industry. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, LA.D.1.4.2, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.1.4.6

05.0 <u>DEMONSTRATE PROFICIENCY IN APPLYING COMMUNICATION AND TECHNOLOGY SKILLS IN THE HOSPITALITY AND TOURISM INDUSTRY</u>—-The student will be able to:

05.01 Identify and apply effective communication techniques (e.g., verbal, nonverbal, written, electronic). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.1, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, HE.B.3.4.1, SC.H.3.4.3, VA.E.1.4.3

05.02 Describe effective staff communication and its uses (e.g., interpersonal, departmental, interdepartmental, company). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3, HE.B.3.4.2, HE.B.3.4.3

05.03 Identify, read, and comprehend a variety of forms of written communications utilized in the workplace. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,

LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, SC.H.3.4.3, HE.B.3.4.3

05.04 Prepare a business letter, memo, fax, and e-mail.
LA.B.1.4.3, LA.B.2.4.4, MA.A.1.4.1, SC.H.3.4.3, SC.H.3.4.6

05.05 Describe positive guest/client relations. LA.A.1.4.3,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.1, LA.C.1.4.2, LA.C.3.4.3,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5,
SC.H.3.4.3, HE.B.3.4.4, HE.B.3.4.7

05.06 Demonstrate ability to speak effectively to guests, co-
workers, supervisors, and vendors using grammar and
terminology appropriate to the industry. LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, MA.A.1.4.1, MA.A.1.4.2,
MA.A.1.4.3, SC.H.3.4.3

05.07 Identify techniques of placing, answering, placing on hold,
recording messages, and referring telephone calls.
LA.C.1.4.1, LA.C.1.4.2, LA.C.1.4.4, LA.D.1.4.3, MA.A.1.4.1,
MA.A.1.4.3, SC.H.3.4.6

05.08 Identify techniques of dealing with inappropriate telephone
calls (i.e., bomb threats, obscene, abusive). LA.C.1.4.1,
LA.C.1.4.2, LA.C.3.4.4, SC.H.3.4.6, HE.B.3.4.7

05.09 Demonstrate effective etiquette/netiquette in a business
situation. LA.C.1.4.1, LA.C.1.4.2, LA.C.1.4.4, LA.C.3.4.1,
LA.D.1.4.2, SC.H.3.4.3, HE.B.3.4.4

05.10 Discuss importance of developing networking skills to expand
contacts within the industry. LA.A.1.4.3, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4,
LA.C.3.4.5, LA.D.1.4.2, MA.A.1.4.1, MA.A.1.4.3, MA.A.1.4.4,
SC.H.3.4.3, HE.B.3.4.4

05.11 Demonstrate active listening strategies that improve
understanding and performance on the job. LA.C.1.4.1,
LA.C.1.4.2, LA.C.1.4.3, LA.C.1.4.4, MA.A.1.4.1, MA.A.1.4.3,
SC.H.1.4.7, HE.B.3.4.4

05.12 Discuss importance of providing clear directions,
interpretations, descriptions, and explanations.
LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.3,
MA.A.1.4.4, SC.H.1.4.5, SC.H.3.4.3, HE.B.3.4.4

05.13 Create and deliver an oral presentation. LA.B.2.4.1,
LA.B.2.4.2, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4,
SC.H.3.4.3

05.14 Identify and demonstrate mediation techniques (i.e.,
resolving complaints, disputes, negotiations). LA.A.1.4.3,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.1, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.1.4.6, SC.H.3.4.6,
HE.B.3.4.5, HE.B.3.4.6, SS.C.2.4.3

05.15 Identify components of and prepare an itinerary.
LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2,
MA.A.1.4.4, MA.B.1.4.2, SC.H.1.4.7

05.16 Demonstrate ability to locate and interpret information
found in trade journals, manuals, graphs, schedules, charts,
diagrams, maps, and Internet resources. LA.A.1.4.2,
LA.A.2.4.6, LA.B.2.4.1, LA.B.2.4.4, MA.A.1.4.1, MA.A.1.4.2,
MA.A.1.4.3, MA.A.1.4.4, MA.D.1.4.1, MA.E.1.4.1, SC.H.1.4.7,
SC.H.3.4.2, SS.B.1.4.1

05.17 Identify types of technology/equipment used in a
      hospitality/tourism-related workplace (i.e., cash register,
      computer, scanner, time clock). LA.A.1.4.3, LA.A.2.4.4,
      LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
      LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
      LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2,
      MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.1

06.0 EXPLAIN ECONOMIC PRINCIPLES AS RELATED TO THE HOSPITALITY AND
      TOURISM INDUSTRY—-The student will be able to:

06.01 Explain concept of supply and demand (e.g., overbooking,
      yield management). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2,
      LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
      LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5,
      MA.A.2.4.1, MA.A.2.4.2, MA.A.2.4.3, SC.H.3.4.1, SS.D.2.4.2
06.02 Explain role of employee productivity in contributing to
      profit margin (bottom line). LA.A.1.4.3, LA.B.1.4.1,
      LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
      LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4,
      LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4,
      MA.A.2.4.1, MA.A.2.4.2, MA.A.2.4.3, SC.H.1.4.7, SS.D.2.4.1
06.03 Identify economic opportunities in the industry.
      LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
      LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
      LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.2.4.1,
      MA.A.2.4.2, SC.H.1.4.7, SS.D.2.4.4
06.04 Explain impact of tourism on local, state, national, and
      international economies. LA.A.1.4.2, LA.A.1.4.3,
      LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
      LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
      LA.C.3.4.4, LA.C.3.4.5, MA.A.2.4.1, MA.A.2.4.2, MA.A.2.4.3,
      MA.B.1.4.3, SC.H.3.4.5, SS.D.2.4.4, SS.D.2.4.6
06.05 Identify advantages and disadvantages of the primary forms
      of business ownership. LA.A.1.4.3, LA.A.2.2.7, LA.B.1.4.1,
      LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
      LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4,
      LA.C.3.4.5, SC.H.3.4.5, SS.D.1.4.1, SS.D.2.4.4, SS.D.2.4.5

07.0 IDENTIFY MARKETING AND BUSINESS FUNDAMENTALS RELATED TO THE
      HOSPITALITY AND TOURISM INDUSTRY—-The student will be able to:

07.01 Explain marketing and its role in the industry and the free
      enterprise system. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2,
      LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
      LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5,
      MA.A.1.4.3, SC.H.3.4.3, SC.H.3.4.5, SS.D.1.4.1
07.02 Explain elements in the marketing mix (price, product,
      promotion, place, and people). LA.A.1.4.3, LA.B.1.4.1,
      LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
      LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4,
      LA.C.3.4.5, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2, MA.A.5.4.1,
      MA.D.1.4.1, MA.E.1.4.1, MA.E.1.4.2, MA.E.1.4.3, MA.E.2.4.1,
      MA.E.2.4.2, MA.E.3.4.1, MA.E.3.4.2, SC.H.3.4.3, SS.D.2.4.1,
      SS.D.2.4.2
07.03 Explain functions of the business and marketing plan.
      LA.A.1.4.2, LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
      LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
      LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1,
      MA.A.2.4.1, MA.A.2.4.2, SC.H.3.4.3, SS.D.2.4.2

07.04 Explain concept of service vs. product marketing strategies.
LA.A.1.4.2, LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.5,
SS.D.2.4.2

07.05 Explain concept of target markets and market identification
(e.g., market segmentation). LA.A.1.4.2, LA.A.1.4.3,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5, MA.B.1.4.3, SC.H.3.4.5, SS.D.2.4.2

07.06 Identify industry specific channels of distribution.
LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.E.1.4.1,
MA.E.1.4.3, MA.E.2.4.1, MA.E.2.4.2, SC.H.3.4.5

07.07 Identify niche markets (customer segmentation). LA.A.1.4.3,
LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.E.1.4.1, MA.E.1.4.3,
MA.E.2.4.1, MA.E.2.4.2, SC.H.3.4.3

07.08 Identify specialty markets (product segmentation, e.g.,
sports, shopping, religion). LA.A.1.4.3, LA.A.2.4.6,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.3

07.09 Recognize cultural customs and taboos. LA.D.1.4.1,
LA.D.1.4.2, LA.D.1.4.3, SC.H.3.4.5, SS.B.1.4.4, SS.D.1.4.1,
SS.D.2.4.6, HE.B.2.4.4

07.10 Discuss the role of federal regulatory agencies.
LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5,
SC.H.3.4.4, SS.C.2.4.6, SS.C.2.4.7, HE.B.2.4.2

08.0 IDENTIFY SALES TECHNIQUES AND PROCEDURES APPROPRIATE FOR USE IN
THE HOSPITALITY AND TOURISM INDUSTRY—-The student will be able to:

08.01 Explain purpose, principles, and importance of selling.
LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5

08.02 Identify effective sales techniques (e.g., steps in sales
process, cross-selling, alternative options). LA.A.1.4.3,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5

08.03 Explain motivation, needs, and expectations of the
hospitality and tourism consumer. LA.A.1.4.2, LA.A.1.4.3,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.4, LA.C.3.4.5

08.04 Identify an effective sales presentation (e.g., feature-
benefit analysis). LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4,
LA.C.3.4.5, SC.H.3.4.3

08.05 Discuss the importance of meeting specialized sales needs
(e.g., business travel, conventions and meetings,
conferences, physically and/or mentally challenged).
LA.A.1.4.2, LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,

LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5,
SC.H.3.4.5

08.06 Identify pros and cons of using the Internet as a sales
tool. LA.A.1.4.3, LA.A.2.2.7, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5,
SC.H.3.4.5

09.0 PERFORM MATHEMATICAL OPERATIONS RELATED TO HOSPITALITY AND TOURISM
OCCUPATIONS—-The student will be able to:

09.01 Perform addition, subtraction, multiplication, division,
ratios, and percentages as they relate to hospitality and
tourism (e.g., air travel, lodging, food service, car
rentals, tours, cruises). MA.A.1.4.1, MA.A.1.4.2,
MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.2, MA.A.3.4.1, MA.A.3.4.3,
MA.A.5.4.1, MA.B.1.4.3, MA.B.2.4.1, MA.B.2.4.2, MA.B.3.4.1,
MA.E.1.4.1, MA.E.1.4.2, MA.E.1.4.3, SC.H.3.4.1

09.02 Apply problem-solving techniques to hospitality and tourism
sales-related transactions (e.g., cash, checks, debit cards,
credit cards, discounts). MA.A.1.4.1, MA.A.1.4.2,
MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.2, MA.A.5.4.1, MA.B.3.4.1,
SC.H.1.4.3

09.03 Interpret quantitative information from tables, charts, and
graphs as related to the hospitality/tourism related
workplace. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1,
MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2,
MA.B.1.4.3, MA.B.3.4.1, MA.D.1.4.1, MA.D.2.4.2, MA.E.1.4.1,
MA.E.1.4.2, MA.E.1.4.3, MA.E.2.4.1, MA.E.2.4.2, MA.E.3.4.2,
SC.H.1.4.4

09.04 Using standard industry formulas relative to discount date
and due date, compute amount of payment on an invoice.
MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.2,
MA.A.3.4.1, MA.A.3.4.3, SC.H.1.4.7

09.05 Calculate commissions, gratuities, taxes, and miscellaneous
charges. MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4,
MA.A.2.4.1, MA.A.2.4.2, MA.A.3.4.1, MA.A.3.4.3, MA.B.1.4.3,
MA.B.3.4.1, SC.H.3.4.3

09.06 Calculate actual flying time and time zone differences.
MA.A.1.4.3, MA.A.2.4.2, MA.A.3.4.1, MA.B.2.4.2, MA.A.3.4.3,
MA.D.1.4.1, MA.D.2.4.2, SC.C.1.4.2, SC.E.1.4.1, SC.H.3.4.5

09.07 Use ratios, proportions, and scales to calculate distance on
a map. MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.4, MA.A.2.4.2,
MA.A.3.4.1, MA.A.3.4.2, MA.A.3.4.3, MA.B.1.4.1, MA.B.1.4.3,
MA.B.3.4.1, MA.D.1.4.1, MA.D.1.4.2, MA.D.2.4.2, SC.H.3.4.5

09.08 Identify sources of currency exchange rates. LA.A.1.4.2,
LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1,
MA.D.1.4.1, MA.D.2.4.2, SC.H.3.4.4

09.09 Classify different payment options (e.g., cash, personal
checks, traveler's checks, credit cards, debit cards,
incentive program points). LA.A.1.4.2, LA.A.2.4.6,
LA.C.1.4.1, SC.H.3.4.4

09.10 Calculate refunds and exchange transactions for hospitality
and tourism related services. MA.A.1.4.1, MA.A.1.4.2,

MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2, MA.A.3.4.1,
MA.A.3.4.2, MA.A.3.4.3, SC.H.3.4.3

09.11 Explain function of a night audit in the lodging and cruise
industry. LA.A.1.4.2, LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5,
SC.H.3.4.5

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8830320
Course Title: Hotel Operations (Lodging Principles 2002-2003)
Course Credit: 1

COURSE DESCRIPTION:

The purpose of this course is to provide students with the competencies
required for employment at the career specialist level in a variety of
hospitality related industries. There is no occupational completion
point at the conclusion of this course.

10.0   DESCRIBE THE ORGANIZATIONAL STRUCTURE OF LODGING ORGANIZATIONS—-
The student will be able to:

10.01 Identify the different departments within a lodging
organization (e.g., housekeeping, room service, catering).
LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.E.1.4.1, SC.H.1.4.7

10.02 Describe and analyze various organizational structures
within the lodging industry. LA.A.1.4.3, LA.A.2.4.6,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.5 MA.D.1.4.1, MA.D.2.4.2, MA.E.1.4.1, SC.H.1.4.7

10.03 Create an organization chart of a lodging organization.
LA.A.2.4.6, LA.B.2.4.2, MA.D.1.4.1, MA.D.2.4.2, SC.H.1.4.7

11.0   IDENTIFY THE ROLES OF MANAGEMENT AND ADMINISTRATIVE PERSONNEL—-The
student will be able to:

11.01 Identify the roles and responsibilities of the general
manager and assistant manager(s). LA.A.1.4.3, LA.A.2.4.6,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.5, SC.H.1.4.7

11.02 Identify the various divisions of lodging organizations
(e.g., rooms, front office, engineering, administration).
LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7

11.03 Identify relationship between general manager and hotel
owners. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7

11.04 Identify support personnel found in the administrative
      office of a lodging organization and their duties.
      LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
      LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
      LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7
11.05 Identify management functions as they relate to different
      types of ownership (i.e., franchise, independent, chain).
      LA.A.2.4.6, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
      LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
      LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7

12.0 IDENTIFY HOUSEKEEPING OPERATIONS AND MANAGEMENT FUNCTIONS—-The
      student will be able to:

12.01 List the jobs and duties in the housekeeping department.
      LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
      LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
      LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
12.02 Describe importance of the housekeeping team and
      relationship to overall functions of lodging establishment.
      LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
      LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
      LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
12.03 Discuss relevance of quality control to housekeeping
      operation. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
      LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
      LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
12.04 Discuss the financial impact of inventory control.
      LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
      LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
      LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3,
      MA.A.1.4.4, SC.H.1.4.7, SC.H.3.4.5
12.05 Identify state and federal laws and guidelines relating to
      job performance and housekeeping operations(i.e.,
      hospitality laws). LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7,
      LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
      LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
      LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
12.06 Identify sanitation regulations and standards (i.e., OSHA).
      LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
      LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
      LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
12.07 Identify safety regulations and standards (i.e., MSDS, OSHA)
      as they apply to housekeeping. LA.A.1.4.3, LA.A.2.4.6,
      LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
      LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
      LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
12.08 Identify documents that flow through the housekeeping
      department (i.e., inspection sheets). LA.A.1.4.3,
      LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
      LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
      LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
12.09 Identify vocabulary and acronyms unique to the housekeeping
      department. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
      LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
      LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
12.10 Identify supplies necessary to equip a supply cart.
      LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
      LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
      LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5

12.11 Explain and demonstrate proper techniques for maintaining room cleanliness. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5

12.12 Explain need for communication between housekeeping department and front desk (i.e., room availability, customer complaints). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5

13.0 IDENTIFY SALES/MARKETING AND RESERVATIONS FUNCTIONS—-The student will be able to:

13.01 List jobs and duties in the sales and marketing department (i.e., reservationist). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, LA.A.2.4.6, SC.H.1.4.7, SC.H.3.4.3

13.02 Describe importance of the sales and marketing team and relationship to overall functions of lodging establishment. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.3, SS.D.2.4.1

13.03 Analyze lodging market segments and target markets. LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.2, MA.B.1.4.3, MA.D.1.4.1, MA.E.1.4.1, MA.E.1.4.3, SC.H.1.4.7, SC.H.3.4.3

13.04 Identify the documents that flow through the sales and marketing department (i.e., cashier report, arrival report, credit report, departure report, contract). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, LA.A.2.4.6, MA.A.1.4.1, MA.A.1.4.3, MA.A.1.4.4, SC.H.1.4.7, SC.H.3.4.3

13.05 Describe various media utilized to promote lodging establishments. LA.A.1.4.3, LA.A.2.4.5, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.3

13.06 Interpret parts of a marketing plan to be used in the sales department of a lodging establishment. LA.A.1.4.3, LA.A.2.4.1, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.2.4.2, SC.H.1.4.7, SC.H.3.4.3

13.07 Identify vocabulary and acronyms unique to the sales and marketing department. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, SC.H.1.4.7, SC.H.3.4.3

13.08 Identify references used in the lodging industry (e.g., Official Hotel Guide, Hotel and Travel Index, OAG Business Travel Planner, Internet, a CRS display). LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.3

13.09 Compare a sample listing for a lodging establishment in each

of the references identified above. LA.A.2.4.7, SC.H.1.4.7, SC.H.3.4.3

13.10 Recognize and identify hotel property and room codes. LA.A.2.4.6, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, SC.H.1.4.7, SC.H.3.4.3

13.11 Compare the information found on a hotel's website vs. a CRS availability display. LA.A.2.4.7, SC.H.1.4.7, SC.H.3.4.3

13.12 Determine information needed to book a hotel reservation. LA.A.2.4.6

13.13 Describe relationship between reservations and the sales and marketing department. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.B.1.4.3, MA.D.1.4.1, SC.H.1.4.7, SC.H.3.4.3

13.14 Explain need for communication between sales and marketing department and front desk (i.e., sales records, function book). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.3

14.0 IDENTIFY FOOD AND BEVERAGE FUNCTIONS—-The student will be able to:

14.01 ist jobs and duties in the food and beverage department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.5, SC.H.3.4.6

14.02 Describe importance of the food and beverage team and relationship to overall functions of lodging establishment. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.5, SC.H.3.4.6

14.03 Analyze food and beverage segments and target markets. LA.A.2.4.6, LA.A.2.4.7, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.5, SC.H.3.4.6

14.04 dentify the documents that flow through the food and beverage department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.5, SC.H.3.4.6

14.05 Describe various media utilized to promote food and beverage services. LA.A.1.4.3, LA.A.2.4.5, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.5, SC.H.3.4.6

14.06 dentify vocabulary and acronyms unique to the food and beverage department. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, SC.H.3.4.5, SC.H.3.4.6

14.07 Discuss how safety and sanitation apply to food and beverage services. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.5, SC.H.3.4.6

14.08 Describe importance of being familiar with a lodging establishments meeting space availability, capacity, and capability. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.5, SC.H.3.4.6

14.09 Explain need for communication between food and beverage

department and front desk. LA.A.1.4.3, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5,
SC.H.3.4.5, SC.H.3.4.6

15.0   IDENTIFY HUMAN RESOURCES FUNCTIONS—-The student will be able to:

15.01 List jobs and duties in the human resources department.
LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5
15.02 Describe importance of the human resources team and
relationship to overall functions of lodging establishment.
LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5
15.03 Identify the documents that flow through the human resources
department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3,
SC.H.3.4.5
15.04 Identify vocabulary and acronyms unique to the human
resources department. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1,
SC.H.3.4.3, SC.H.3.4.5
15.05 Identify application procedures. LA.A.1.4.3, LA.A.2.4.4,
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5
15.06 Explain the orientation process. LA.A.1.4.3, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5,
SC.H.3.4.3, SC.H.3.4.5
15.07 Explain the company policies/guidelines concerning
applications. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3,
SC.H.3.4.5
15.08 Summarize incentive programs and benefits offered by lodging
establishments. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1,
MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.3, SC.H.3.4.5
15.09 Interpret labor laws governing the lodging industry.
LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5
15.10 Explain need for communication between human resources
department and front desk. LA.A.1.4.3, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5,
SC.H.3.4.3, SC.H.3.4.5

16.0   IDENTIFY CONTROLLER/FINANCE FUNCTIONS—-The student will be able
to:

16.01 List jobs and duties in the controller/finance department.
LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,

LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.5, SS.D.1.4.1

16.02 Describe importance of the controller/finance team and relationship to overall functions of lodging establishment. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, SC.H.3.4.5

16.03 Identify the documents that flow through the controller/ finance department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.5

16.04 Identify vocabulary and acronyms unique to the controller/ finance department. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, SC.H.3.4.5

16.05 Examine the role of employee productivity in contributing to profit margin (bottom line). LA.C.3.4.3, MA.A.1.4.2, MA.A.1.4.4, MA.D.1.4.1, MA.E.1.4.1, MA.E.1.4.2, MA.E.1.4.3, SC.H.3.4.5

16.06 Interpret and evaluate a budget of a lodging establishment. LA.A.2.4.7, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.B.1.4.3, MA.D.1.4.1, MA.D.2.4.2, MA.E.2.4.1, MA.E.2.4.2, MA.E.3.4.1, MA.E.3.4.2, SC.H.3.4.5

16.07 Identify differences between revenue centers and cost centers. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.2, MA.A.4.4.1, MA.B.1.4.3, MA.D.1.4.1, MA.E.1.4.1, MA.E.1.4.3, MA.E.3.4.1, SC.H.3.4.5

16.08 Explain need for communication between controller/finance department and front desk. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.5

17.0 IDENTIFY SAFETY/SECURITY FUNCTIONS—-The student will be able to:

17.01 List jobs and duties in the safety/security department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.6

17.02 Describe importance of the safety/security team and relationship to overall functions of lodging establishment. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.6

17.03 Identify the documents that flow through the safety/security department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.6

17.04 Identify vocabulary and acronyms unique to the safety/ security department. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, LA.D.1.4.3, MA.A.1.4.1, SC.H.3.4.6

17.05 Discuss importance of key control and safety deposit boxes.

LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.6

17.06 Recognize guest safety and security issues (i.e., peepholes,
smoke alarms, fire extinguishers). LA.A.2.4.6, LA.A.2.4.7,
SC.H.3.4.3, SC.H.3.4.6

17.07 Investigate laws pertaining to safety and security (i.e.,
ADA, OSHA). LA.A.2.4.6, SC.H.3.4.3, SC.H.3.4.6

17.08 Identify safety issues pertaining to lodging organizations'
public areas (i.e., pool, stairwells, parking lots/garage,
exercise facilities). LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5,
SC.H.3.4.3, SC.H.3.4.6

17.09 Develop a severe weather/hurricane preparedness plan.
LA.A.2.4.7, SC.H.3.4.3, SC.H.3.4.6

17.10 Diagram evacuation plan to include location of fire exit
routes, emergency alarm locations, and stairwells.
LA.A.2.4.7, MA.E.1.4.1, MA.E.1.4.3, SC.H.3.4.3, SC.H.3.4.6

17.11 Explain functions of the public broadcasting system,
emergency contact telephone numbers, and chain of command.
LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.3,
SC.H.3.4.3, SC.H.3.4.6

17.12 Demonstrate lost and found procedures. LA.A.2.4.6,
SC.H.3.4.3, SC.H.3.4.6

17.13 Simulate the use of walkie-talkies and other communication
devices. LA.C.3.4.4, MA.A.1.4.1, SC.H.3.4.3, SC.H.3.4.6

17.14 Explain need for communication between safety/security and
front desk. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.6

18.0 IDENTIFY ENGINEERING/MAINTENANCE FUNCTIONS—-The student will be
able to:

18.01 List jobs and duties in the engineering department.
LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2

18.02 Describe importance of the engineering team and
relationship to overall functions of lodging establishment.
LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2

18.03 Identify documents that flow through the engineering
department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2,
LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2

18.04 Identify vocabulary and acronyms unique to the engineering
department. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, SC.H.3.4.2

18.05 Communicate importance of follow-up actions and procedures
between engineering and the front desk department.
LA.C.3.4.4, SC.H.3.4.2

18.06 Identify different types of maintenance (i.e., routine,
emergency, scheduled). LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1,
LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,

LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2

18.07 Identify regulations and standards as they apply to the engineering department (e.g., innkeepers law (509), OSHA, ADA, etc.). LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2

18.08 Illustrate and label facility layout. LA.B.2.4.3, MA.E.1.4.1, MA.E.1.4.3, SC.H.3.4.2

18.09 Explain need for communication between engineering/ maintenance and front desk. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2

19.0   IDENTIFY FRONT DESK FUNCTIONS—-The student will be able to:

19.01 List jobs and duties in the front desk department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

19.02 Describe importance of the front desk team and relationship to overall functions of lodging establishment. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

19.03 Identify documents that flow through the front desk department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

19.04 Identify vocabulary and acronyms unique to the front desk department. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, SC.H.3.4.3, SC.H.3.4.5

19.05 Demonstrate ability to generate and distribute front desk reports. LA.B.2.4.2, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.3, SC.H.3.4.5

19.06 Identify laws, regulations, and standards as they pertain to front desk operations. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

19.07 Explain need for interdepartmental communication. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

19.08 Simulate use of telecommunication equipment. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3, SC.H.3.4.5

20.0   EXAMINE THE GUEST CYCLE PROCESS—-The student will be able to:

20.01 Explain and demonstrate pre-arrival procedures. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.3

20.02 Demonstrate process of greeting guest (body language, facial

expression, guest acknowledgment). LA.C.3.4.4, SC.H.3.4.5
20.03 Simulate guest registration process. LA.C.3.4.4,
       MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.3
20.04 Prepare and complete the guest departure process.
       LA.B.2.4.2, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4,
       SC.H.3.4.3

21.0 PRACTICE RESPONDING TO GUEST NEEDS, REQUESTS, AND CONCERNS—-The
      student will be able to:

      21.01 Identify and classify guest requests. LA.A.1.4.3,
             LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
             LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
             LA.C.3.4.5, SC.H.1.4.7
      21.02 Examine appropriate follow-up procedures. LA.B.2.4.4,
             SC.H.1.4.7
      21.03 Recognize, compare, and contrast cultural differences.
             LA.D.1.4.2, SC.H.1.4.7
      21.04 Distinguish among types of guest complaints (i.e.,
             attitudinal, mechanical, service related, unusual).
             LA.D.1.4.2, SC.H.1.4.7
      21.05 Predict outcomes and practice mediation techniques.
             LA.D.1.4.2, SC.H.1.4.7
      21.06 Demonstrate ability to convey hotel features, services,
             amenities, and special events to guests. LA.C.3.4.2,
             SC.H.1.4.7

22.0 OPERATE FRONT DESK COMPUTER/OFFICE TECHNOLOGY—-The student will be
      able to:

      22.01 Demonstrate computer knowledge (e.g., hardware, software,
             operating systems, terminology). LA.B.2.4.4, MA.A.1.4.1,
             MA.A.1.4.3, SC.H.1.4.7
      22.02 Demonstrate proper keyboarding techniques. LA.B.1.4.2,
             SC.H.1.4.7
      22.03 Utilize wordprocessing software to create career and
             industry related documents. LA.B.1.4.3, SC.H.1.4.7
      22.04 Utilize spreadsheet software to enhance decision-making
             skills. LA.B.1.4.3, MA.A.1.4.1, MA.A.1.4.3, MA.A.2.4.1,
             MA.A.2.4.2, MA.A.4.4.1, MA.A.5.4.1, MA.B.1.4.3, SC.H.1.4.7
      22.05 Utilize database software to create a basic database.
             LA.B.1.4.3, MA.A.1.4.1, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1,
             MA.A.2.4.2, SC.H.1.4.7
      22.06 Utilize presentation software to create a multimedia
             presentation. LA.B.1.4.3, SC.H.1.4.7
      22.07 Demonstrate knowledge of Internet fundamentals (e.g.,
             E-mail, portals/search engines). LA.B.2.4.4, SC.H.1.4.7
      22.08 Demonstrate knowledge of technology based office equipment.
             LA.B.2.4.4, MA.A.1.4.1, MA.A.1.4.3, SC.H.1.4.7

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Title: Travel and Tourism Internship
                         (Hospitality and Tourism Internship 2002-2003)
Course Number: 8845130
Course Credit: 1

COURSE DESCRIPTION:

The lodging operations internship course provides students the
opportunity to demonstrate human relations, communications, and
employability skills necessary for entry-level employment in the lodging
industry. Additionally, it will enhance the instruction and
competencies developed through classroom instruction. Students will
have met Occupational Completion Point Data Code B: Front Desk Agent –
Industry Title.

23.0   PERFORM DESIGNATED JOB SKILLS--The student will be able to:

       23.01 Perform tasks as outlined in the job performance skills
             plan. LA.B.2.4.1, SC.H.3.4.6
       23.02 Display an acceptable level of productivity and quality
             control. LA.B.2.4.1, SC.H.3.4.6
       23.03 Maintain appropriate records. LA.B.2.4.3, MA.A.1.4.1,
             MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.6
       23.04 Demonstrate appropriate dress and grooming habits for the
             workplace environment. LA.C.3.4.3, HE.B.2.4.3, SC.H.3.4.6
       23.05 Demonstrate an understanding of a company's products and
             services. LA.C.3.4.3, SC.H.3.4.6

24.0   DEMONSTRATE WORK ETHICS--The student will be able to:

       24.01 Demonstrate effective written and oral communication and
             listening skills. LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
             LA.C.1.4.1, MA.A.1.4.1, SC.H.1.4.7, SC.H.3.4.5
       24.02 Demonstrate the ability to resolve customer, employee, and
             employee/employer problems and concerns. LA.C.3.4.3,
             SS.C.2.4.3, HE.B.3.4.2, SC.H.1.4.7, SC.H.3.4.5
       24.03 Demonstrate acceptable work habits and conduct in the
             workplace as defined by company policy. LA.C.3.4.3,
             SC.H.1.4.7, SC.H.3.4.5
       24.04 Demonstrate legal and ethical behavior within the scope of
             job responsibilities. LA.C.3.4.3, SS.C.2.4.6, SC.H.1.4.7,
             SC.H.3.4.5
       24.05 Follow policies and procedures affecting safety, health, and
             well-being. LA.C.1.4.1, HE.A.1.4.7, SC.H.1.4.7, SC.H.3.4.5
       24.06 Exhibit behavior supporting and promoting cultural and
             ethnic diversity. HE.B.3.4.2, SC.H.1.4.7, SC.H.3.4.5
       24.07 Demonstrate interpersonal skills that enhance team
             productivity and foster positive work ethics. LA.C.3.4.3,
             HE.A.1.4.1, SC.H.1.4.7, SC.H.3.4.5

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8830330
Course Title: Hotel Supervision Development (Lodging
                        Operations 2002-2003)
Course Credit: 1

COURSE DESCRIPTION:

The purpose of this course is to provide students with the skills and
knowledge required for supervisory level and mid-management level
employment in a wide variety of hospitality related industries. Students
will have met Occupational Completion Point Data Code C: Front Desk
Supervisor – Industry Title

25.0 DEFINE AND APPLY VARIOUS MANAGEMENT STYLES AND LEADERSHIP
      TECHNIQUES--The student will be able to:

      25.01 Compare and contrast autocratic, bureaucratic, democratic,
            and laissez-faire management styles. LA.A.1.4.2,
            SC.H.3.4.5, SS.C.2.4.2, SS.D.2.4.4
      25.02 Apply the different management styles to a variety of front
            desk situations (i.e., financial transactions, personnel
            issues, guest relations). LA.C.1.4.1, LA.C.3.4.2,
            MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.5
      25.03 Define empowerment; centralization and decentralization;
            Theory X, Theory Y, and Theory Z; transactional; and
            transformational as they apply to leadership. LA.A.1.4.3,
            LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
            LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
            LA.C.3.4.5, SC.H.3.4.5
      25.04 Distinguish between management and leadership. LA.A.1.4.3,
            LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
            LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
            LA.C.3.4.5, SC.H.3.4.5

26.0 DEFINE AND EVALUATE ROLE OF EFFECTIVE TEAM BUILDING—The student
      will be able to:

      26.01 Assess characteristics of successful teams (i.e., mission
            statement, code of conduct, effective leadership).
            LA.A.2.4.4, SC.H.3.4.5
      26.02 Identify and discuss stages of team development (i.e.,
            forming, storming, norming, performing, transforming).
            LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
            LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
            LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.5
      26.03 Discuss, apply, and evaluate brainstorming techniques.
            LA.C.3.4.2, SC.H.3.4.5
      26.04 Compare and contrast positive and negative roles individuals
            play in a team situation. LA.A.2.4.5, SC.H.3.4.5
      26.05 Explain how to manage individuals and specific behaviors to
            encourage team building. LA.A.1.4.3, LA.B.1.4.1,
            LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3,
            LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5,
            SC.H.3.4.5

26.06 Apply different team building techniques to front desk operations. LA.C.3.4.2, SC.H.3.4.5

27.0 <u>DEMONSTRATE KNOWLEDGE OF LAWS, LEGISLATION, AND REGULATIONS THAT AFFECT THE LODGING INDUSTRY</u>—The student will be able to:

27.01 Identify, interpret, and apply applicable wage and hour laws. LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2, SC.H.3.4.2, SC.H.3.4.4, SS.C.1.4.3

27.02 Identify, interpret, and apply laws affecting hiring practices. LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2, SC.H.3.4.4

27.03 Identify, interpret, and apply labor relations laws. LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2, SC.H.3.4.4

27.04 Identify, interpret, and apply public health and safety laws. LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2, SC.H.3.4.4

27.05 Identify, interpret, and apply workers' compensation laws. LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2, SC.H.3.4.2, SC.H.3.4.4

27.06 Identify, interpret, and apply the Innkeeper's Act. LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2, SC.H.3.4.4

27.07 Identify, interpret, and apply the Civil Rights Act. LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2, SC.H.3.4.4, SS.C.1.4.1, SS.C.1.4.2, SS.C.1.4.3

27.08 Identify, interpret, and apply company and/or franchise regulations. LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2, SC.H.3.4.4

27.09 Identify licenses and permits required to operate a lodging establishment. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.2, SC.H.3.4.4

27.10 Discuss insurance requirements of a lodging establishment. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2, SC.H.3.4.2, SC.H.3.4.4

27.11 Investigate taxes affecting the lodging industry. LA.A.2.4.6, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4,

SC.H.3.4.2, SC.H.3.4.4

27.12 Interpret laws affecting contractual agreements (i.e., sales receipt, voucher, vendors). LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2, SC.H.3.4.2, SC.H.3.4.4

28.0 DESCRIBE AND DEMONSTRATE PERSONNEL SUPERVISION TECHNIQUE--The student will be able to:

28.01 Prepare a job description and task analysis for front desk agent position. LA.A.2.4.4, LA.A.2.4.8, SC.H.1.4.7
28.02 Conduct a job application interview. LA.C.3.4.2, SC.H.1.4.7
28.03 Establish recruiting and selection procedures to match applicants with job descriptions. LA.A.2.4.7, SC.H.1.4.7
28.04 Prepare and maintain an employee work schedule. LA.B.2.4.2, MA.A.2.4.2, MA.D.1.4.1, SC.H.1.4.7
28.05 Apply dispute resolution skills to the handling of staff grievances, conflicts, disputes, and/or complaints. LA.C.3.4.2, LA.C.1.4.1, LA.D.1.4.2, SC.H.1.4.7
28.06 Recognize the need for and types of employee incentive programs. LA.A.2.4.6, LA.C.1.4.1, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2, SC.H.1.4.7
28.07 Demonstrate techniques for delegating responsibility and authority. LA.C.3.4.4, SC.H.1.4.7
28.08 Assess effectiveness of delegation techniques. LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7
28.09 Conduct management-employee group discussions. LA.C.3.4.4, LA.D.1.4.2, SC.H.1.4.7

29.0 MANAGE GUEST SERVICES—The student will be able to:

29.01 Prepare responses to typical guest requests. LA.C.3.4.4, LA.D.1.4.3, SC.H.3.4.5
29.02 Create appropriate follow-up procedures. LA.B.2.4.3, SC.H.3.4.5
29.03 Research and assemble information concerning the surrounding community. LA.A.2.4.6, LA.A.1.4.1, LA.A.1.4.3, MA.E.3.4.1, SC.H.3.4.5
29.04 Design a guest service policy. LA.B.2.4.3, LA.D.1.4.3, SC.H.3.4.5
29.05 Design a comment card to evaluate guest service policies. LA.B.2.4.3, LA.D.1.4.3, SC.H.3.4.5
29.06 Forecast guest needs based on future trends and unusual events (i.e., Super Bowl, Olympics, natural disasters). LA.A.2.4.7, MA.A.5.4.1, MA.B.1.4.3, MA.E.1.4.1, MA.E.1.4.2, MA.E.1.4.3, MA.E.2.4.1, MA.E.2.4.2, MA.E.3.4.1, SC.H.3.4.5
29.07 Discuss the unique needs of the business traveler.

30.0 MAINTAIN ACCOUNTING AND INFORMATION SYSTEM—The student will be able to:

30.01 Define revenue, gross income, overhead, and profit. LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5,

MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.B.1.4.2, MA.B.1.4.3, SC.H.3.4.1, SC.H.3.4.2, SS.D.2.4.1, SS.D.2.4.2

30.02 Examine the main accounting tools used by the business office of a lodging establishment. LA.A.2.4.7, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.2, MA.D.1.4.1, SC.H.3.4.1, SC.H.3.4.2

30.03 Explain procedures for handling Airline Reporting Corporation (ARC) traffic documents (i.e., tour orders, Miscellaneous Charge Orders [MCOs]). LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.3.4.1, SC.H.3.4.2

30.04 Define a credit transaction and credit terms. LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.3, MA.A.2.4.2, SC.H.3.4.1, SC.H.3.4.2

30.05 Prepare and interpret an invoice, a monthly statement, and a purchase order. LA.A.2.4.7, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.3.4.1, MA.A.3.4.2, MA.A.4.4.1, MA.A.5.4.1, MA.B.1.4.3, MA.B.3.4.1, MA.D.1.4.1, MA.D.2.4.2, MA.E.1.4.1, SC.H.3.4.1, SC.H.3.4.2

30.06 Post accounting information to an accounts receivable journal, a cash receipts journal, an accounts payable journal, and a disbursements journal. MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2, MA.A.2.4.3, MA.A.3.4.1, MA.A.3.4.3, MA.B.3.4.1, MA.D.1.4.1, SC.H.3.4.1, SC.H.3.4.2

30.07 Identify data, ratios, and formulas that can be used to forecast room availability, occupancy, and revenue. LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.3, MA.A.3.4.2, MA.A.4.4.1, MA.B.1.4.2, MA.E.1.4.3, SC.H.3.4.1, SC.H.3.4.2

30.08 Interpret room availability, occupancy, and revenue reports. LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.2, MA.A.2.4.3, MA.A.4.4.1, MA.B.1.4.3, MA.E.1.4.1, MA.E.1.4.3, SC.H.3.4.1, SC.H.3.4.2

30.09 Identify elements of budget reports and how they can be used to analyze operations. LA.A.1.4.3, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.1, MA.A.2.4.2, MA.A.3.4.2, MA.A.4.4.1, MA.B.1.4.3, MA.D.1.4.1, MA.D.2.4.2, MA.E.1.4.3, SC.H.3.4.1, SC.H.3.4.2

31.0 DEMONSTRATE AN UNDERSTANDING OF ENTREPRENEURSHIP--The student will be able to:

31.01 Define "entrepreneurship." LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SS.D.2.4.5, SC.H.3.4.5, SC.H.3.4.6

31.02 Describe importance of entrepreneurship as it relates to the lodging industry and the American economy. LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,

LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.E.1.4.3, SC.H.3.4.5, SC.H.3.4.6

31.03 Discuss entrepreneurship as a career choice (e.g., characteristics, aptitudes, and skills necessary to be a successful entrepreneur). LA.A.2.4.4, SC.H.3.4.5, SC.H.3.4.6

31.04 List advantages and disadvantages of business and franchise ownership. LA.A.2.4.4, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.E.1.4.1, MA.E.1.4.3, SC.H.3.4.5, SC.H.3.4.6

31.05 Analyze risks and benefits involved in ownership of a lodging business. LA.A.2.4.7, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, SC.H.3.4.5, SC.H.3.4.6

31.06 Practice business skills needed to operate a lodging business efficiently and effectively. LA.B.2.4.3, LA.D.1.4.2, LA.D.2.4.1, MA.A.1.4.1, SC.H.3.4.5, SC.H.3.4.6

31.07 Develop a business plan for opening a lodging property. LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.2.4.3, MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, MA.A.1.4.4, MA.A.4.4.1, MA.B.3.4.1, MA.E.1.4.1, MA.E.1.4.3, MA.E.2.4.1, MA.E.2.4.2, MA.E.3.4.1, SC.H.3.4.5, SC.H.3.4.6

31.08 Invent an advertising campaign to promote your lodging property. LA.B.2.4.3, MA.E.1.4.1, MA.E.1.4.2, MA.E.1.4.3, MA.E.2.4.1, MA.E.2.4.2, MA.E.3.4.1, MA.E.3.4.2, SC.H.3.4.5, SC.H.3.4.6

32.0 DEMONSTRATE THE USE OF INFORMATION TECHNOLOGY WITHIN A LODGING PROPERTY--The student will be able to:

32.01 Explain importance and uses of information technology in the management of a lodging property. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, LA.D.2.4.4, LA.D.2.4.5, SC.H.3.4.3, SC.H.3.4.6

32.02 Demonstrate proficiency with information technology as used in the lodging industry. LA.A.1.4.2, MA.A.1.4.1, MA.A.1.4.3, SC.H.3.4.3, SC.H.3.4.6

32.03 Utilize integrated software programs to facilitate staff training. LA.B.2.4.4, LA.D.2.4.4, LA.D.2.4.5, MA.E.1.4.1, MA.E.1.4.2, MA.E.1.4.3, SC.H.3.4.3, SC.H.3.4.6

32.04 Demonstrate proficiency with front office computer systems applications. MA.A.1.4.1, MA.A.1.4.2, MA.E.1.4.1, MA.E.1.4.2, MA.E.1.4.3, SC.H.3.4.3, SC.H.3.4.6