

## Description of Specific and Related Occupational Training

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Hospitality Services State Adopted Essential Knowledge and Skills	To Be Done		Related Study Assignments*
	Work-Based Instruction	Class Instruction	
(1A) Outline the history of the hospitality industry.			2
(1B) Explain the complexity and diversity of the current hospitality industry.			1, 5, 14, 15
(1C) Analyze the impact of societal, cultural, and demographic trends on the hospitality industry.			1, 2, 3
(1D) Evaluate considerations and accommodations for employees and guests with special needs.			3, 11
(1E) Analyze the effects of the global economy on the hospitality industry.			3, 8
(1F) Describe the impact of technological innovations on the hospitality industry.			2, 3, 4, 8, 11, 17
(1G) Summarize the roles and services of professional organizations serving the hospitality industry.			6
(1H) Predict future changes in the hospitality industry.			3
(2A) Identify service as a strategic component of an employee's behavior in the hospitality industry.			13
(2B) Analyze service methods that fulfill needs of guests and customers.			13, 22
(2C) Demonstrate types of service required of "front of the house" and "back of the house" employees.			13
(2D) Evaluate the relationship between employee responses and guest satisfaction.			11, 13
(2E) Assess quality service in various work roles.			13
(2F) Utilize strategies for complaint resolution.			13
(3A) Describe various types of hospitality operations.			9, 4, 15
(3B) Contrast various ownership and management structures in the hospitality industry.			9
(3C) Explain management functions related to operations in the hospitality industry.			7, 19, 22
(3D) Explain components of a strategic business plan.			8

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	<b>Work-Based Instruction</b>	<b>Class Instruction</b>	
(3E) Analyze styles of supervision.			7
(4A) Summarize legislation, government regulations, and public policy affecting the hospitality industry.			17, 30, 31
(4B) Describe considerations regarding liability for injuries or damages to guests, employees, or property.			11, 17, 30, 31
(4C) Explain liability related to guest privacy.			17, 31
(5A) Outline the rights and responsibilities of employers and employees.			32
(5B) Demonstrate ethical practices as defined by industry standards.			32
(5C) Discuss ethical considerations impacted by technological innovations.			32
(6A) Explain classifications of lodging properties by affiliation, levels of service, ownership, size and target market.			14
(6B) Describe types of lodging properties based on market segment.			15
(6C) Describe the market price level classification of lodging properties.			15
(6D) Summarize the goals and mission of various lodging organizations.			15
(6E) Differentiate revenue centers and support centers in lodging operations.			14
(6F) Analyze the relationship of multicultural awareness to target markets and guest services.			15
(7A) Describe roles and responsibilities of the departments within the rooms division.			19
(7B) Exhibit personal qualities and skills required of employees within each department.			19
(7C) Describe specific duties of employees in various departments.			19
(7D) Perform appropriate tasks according to industry standards.			19

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	Work-Based Instruction	Class Instruction	
(7E) Apply available technological innovations to operations within the rooms division.			19
(8A) Describe roles and responsibilities of the departments within the sales and marketing divisions.			12, 20
(8B) Display personal qualities and skills required of employees within each department.			12, 20
(8C) Describe specific duties of employees in various departments.			12, 20
(8D) Perform appropriate tasks according to industry standards.			12, 20
(8E) Compare various marketing methods utilized in the hospitality industry.			12, 20
(8F) Apply technological innovations to facilitate sales and marketing division operations.			12, 20
(9A) Describe functions of the human resources division.			10
(9B) Exhibit personal qualities and skills required within the human resources division.			10
(9C) Describe specific duties of employees in the human resources division.			10
(9D) Perform appropriate tasks according to industry standards.			10
(9E) Analyze issues affecting human resources management.			10
(9F) Apply available technological innovations to operations within the human resources division.			10
(10A) Describe functions of the accounting division.			16
(10B) Exhibit personal qualities and skills required of employees within the accounting division.			16
(10C) Describe specific duties of employees in the accounting division.			16
(10D) Perform appropriate tasks according to industry standards.			16
(10E) Analyze the relationship between the front office and the accounting division.			16

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	<b>Work-Based Instruction</b>	<b>Class Instruction</b>	
(10F) Apply available technological innovations to operations within the accounting division.			16
(11A) Describe roles and responsibilities of the security division.			17
(11B) Exhibit personal qualities and skills required of employees within the security division.			17
(11C) Describe specific duties of employees in the security division.			17
(11D) Perform appropriate tasks according to industry standards.			17
(11E) Determine security policies and training used in lodging operations.			17
(11F) Analyze the relationship between the security division and front desk operations.			11, 17
(11G) Outline procedures for the safety and security of guests and employees.			17
(11H) Apply available technological innovations to operations within the security division.			17
(12A) Describe functions of the engineering division.			18
(12B) Exhibit personal qualities and skills required of employees within the engineering division.			18
(12C) Describe specific duties of employees in the engineering division.			18
(12D) Perform appropriate tasks according to industry standards.			18
(12E) Analyze the relationship between the engineering division and front desk operations.			18
(12F) Apply available technological innovations to operations within the engineering division.			18
(13A) Distinguish between commercial and institutional foodservice.			21
(13B) Describe market segments in the foodservice industry.			21
(13C) Identify food and beverage operations within businesses.			21

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	<b>Work-Based Instruction</b>	<b>Class Instruction</b>	
(13D) Describe the different food and beverage operations within lodging properties.			21, 22
(13E) Apply available technological innovations to food and beverage operations.			22
(14A) Describe roles and responsibilities in food and beverage operations.			22, 25
(14B) Exhibit personal qualities and skills required of foodservice employees.			22
(14C) Perform appropriate tasks according to industry standards.			22, 25
(14D) Apply management principles in work roles related to food and beverage operations.			22, 24
(14E) Apply nutrition principles in food and beverage planning, preparation, and presentation.			23, 24, 26
(14F) Utilize appropriate techniques for preparation, presentation, and service in food and beverage operations.			24, 25, 26, 27
(14G) Select equipment and utensils appropriate for prescribed tasks.			24, 27, 28, 29
(14H) Summarize government regulations affecting food safety and sanitation.			24
(14I) Practice safety and sanitation procedures in food and beverage operations.			24, 27
(14J) Explain approaches that protect the environment.			24
(15A) Describe types of establishments in commercial foodservice.			21
(15B) Describe forms of service utilized in food and beverage operations.			21
(15C) Explain the relationship of concept, market segment, menu, and theme in commercial foodservice.			21
(15D) Distinguish types of restaurant ownership.			21
(15E) Describe services to segments of the institutional foodservice industry.			21

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(15F) Explain how the menu reflects the foodservice plan for meeting customer needs and wants.			24
(15G) Evaluate criteria affecting quality of service.			13, 22
(16A) Demonstrate effective verbal, nonverbal, written, and electronic communication skills.			5
(16B) Demonstrate effective methods to secure, maintain, and terminate employment.			5
(16C) Demonstrate positive interpersonal skills including conflict resolution, negotiation, teamwork, and leadership.			5
(16D) Evaluate the relationship of good physical and mental health to job success and achievement.			5
(16E) Demonstrate appropriate grooming and appearance for the workplace.			5
(16F) Demonstrate appropriate business and personal etiquette in the workplace.			5
(16G) Exhibit productive work habits and attitudes.			5
(17A) Determine preparation requirements for various levels of employment in a variety of careers in the hospitality services industry.			5
(17B) Analyze the future employment outlook in the hospitality services industry.			5
(17C) Describe entrepreneurial opportunities in the hospitality services industry.			5, 8
(17D) Determine how interests, abilities, personal priorities, and family responsibilities affect career choice.			5, 8
(17E) Compare rewards and demands for various levels of employment in a variety of careers.			5
(17F) Determine continuing education opportunities that enhance career advancement and promote lifelong learning.			5, 6
(18A) Analyze challenges of managing multiple family, community, and wage-earner roles.			
(18B) Exhibit management practices facilitating individuals assuming multiple roles.			

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