



Scope & Sequence

Course Name: Hotel Management TSDS PEIMS Code: 13022300		Course Credit: 1 Course Requirements: This course is recommended for students in grades 10-12 Prerequisites: None Recommended Prerequisites: Principles of Hospitality and Tourism
Course Description: Hotel Management focuses on the knowledge and skills needed to pursue staff and management positions available in the hotel industry. This in-depth study of the lodging industry includes departments within a hotel such as front desk, food and beverage, housekeeping, maintenance, human resources, and accounting. This course will focus on, but not limited to, professional communication, leadership, management, human resources, technology, and accounting.		
NOTE: This is a suggested scope and sequence for the course content. This content will work with any textbook or instructional materials. If locally adapted, make sure all TEKS are covered.		
Total Number of Periods Total Number of Minutes Total Number of Hours	175 Periods 7,875 Minutes 131.25 Hours*	*Schedule calculations based on 175/180 calendar days. For 0.5 credit courses, schedule is calculated out of 88/90 days. Scope and sequence allows additional time for guest speakers, student presentations, field trips, remediation, extended learning activities, etc.
Unit Number, Title, and Brief Description	# of Class Periods* (assumes 45-minute periods) Total minutes per unit	TEKS Covered 130.258. (c) Knowledge and skills
Unit 1: Overview of Lodging Management	15 Periods 675 Minutes	7. The student understands roles within teams, work units, departments, organizations, and the larger environment of the lodging industry. The student is expected to:



<p>The hospitality and tourism industry maintains the largest national employment base in the private sector. The demand for managers continues to grow as the demand for services grows. Along with this demand for services is an increasing emphasis on comfort, convenience and personalized attention. These factors increase the need for effective and efficient professionals to manage lodging operations and lead teams of people. During this unit students will expand their technical vocabulary and knowledge about the varied operations and tasks that the lodging industry uses. During this introductory unit, students will expand their knowledge about the different types of lodging properties encompassed within the hospitality and tourism industry.</p>		<p>(D) identify, compare, and contrast all types of lodging properties; (E) compare and contrast lodging revenue and support centers; (F) compare and contrast chain and franchise lodging properties; (12) The student understands the knowledge and skills required for careers in the lodging industry. The student is expected to: (A) develop job-specific technical vocabulary</p>
<p>Unit 2: Hospitality Services Departmental Organization</p> <p>Throughout this unit, students will learn the importance of collaboration and teamwork between the units, departments, organizations, and inter-organizational systems of the lodging industry. Students</p>	<p>15 Periods 675 Minutes</p>	<p>7. The student understands roles within teams, work units, departments, organizations, and the larger environment of the lodging industry. The student is expected to: (A) identify lodging departments and distinguish among the duties and responsibilities within each department; (B) implement quality-control standards and practices;</p>



<p>will broaden their understanding of the organizational structure and operations among the lodging industry. Furthermore, students will also understand how other entities of the hospitality and tourism industry collaborate to provide all-inclusive experiences to guests.</p>		<p>(C) compare and contrast duties and responsibilities from each department to the larger lodging environment, including food and beverage services; (G) create, design, and present lodging entrepreneurship opportunities; and</p>
<p>Unit 3: The Business of Hospitality Services</p> <p>Throughout this unit, students will explore the application of business and marketing fundamentals regarding the lodging industry. Students will identify and describe factors that impact the profit margins of different types of services in the travel and tourism industry. Students will also describe and analyze the procedures to meet guests needs within the lodging industry.</p>	<p>15 Periods 675 Minutes</p>	<p>12. The student understands the knowledge and skills required for careers in the lodging industry. The student is expected to:</p> <ul style="list-style-type: none">(A) develop job-specific technical vocabulary;(B) explain procedures to meet guest needs, including guest registration, rate assignment, room assignment, and determination of payment methods;(C) differentiate the functions of meeting and event planning as it correlates to the individual lodging property; and(D) understand the importance of check-out procedures to ensure guest satisfaction and verify settlement of account <p>3. The student solves problems independently and in teams using critical thinking, innovation, and creativity. The student is expected to:</p> <ul style="list-style-type: none">(A) generate creative ideas to solve problems by brainstorming possible solutions; and(C) interpret and use industry standards for principles of budgeting and forecasting to maximize profit and growth



<p>Unit 4: Industry Regulations, Compliance, and Workplace Safety</p> <p>This unit will expose students to the important compliance, safety standards, and regulations that are implemented within this industry. Students will learn that such practices are in place to manage resources to minimize losses and liabilities to businesses in the industry. Students will determine the role of risk management in the lodging industry including, but not limited to, discussions focusing on liability insurance, sanitation, OSHA regulations, emergency situations, health code, and security issues.</p>	<p>15 Periods 675 Minutes</p>	<p>10. The student understands the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. The student is expected to:</p> <ul style="list-style-type: none">(A) assess workplace conditions regarding safety and health;(B) apply safety and sanitation standards common to the workplace;(C) analyze potential effects caused by common chemical and hazardous materials;(D) demonstrate first aid and cardiopulmonary resuscitation skills;(E) research sources of food-borne illness and determine ways to prevent them; and(F) evaluate the need for personal hygiene and correlate this to the importance of health, safety, and environmental management systems in the organization.
<p>Unit 5: Technology in the Workplace</p> <p>During this unit, students will learn about the types of technology required to perform workplace tasks for the lodging industry. Students will understand how computerized systems are integral to businesses' effectiveness and completing workplace tasks with accuracy and efficiency. Students will identify and describe trends in the use of technology in</p>	<p>15 Periods 675 Minutes</p>	<p>8. The student uses information technology tools specific to lodging management to access, manage, integrate, and create information. The student is expected to:</p> <ul style="list-style-type: none">(A) use information technology tools to evaluate lodging work responsibilities;(B) evaluate technology tools to perform workplace tasks;(C) understand and evaluate the hotel/guest cycle with applicable technology;(D) prepare and present complex multimedia publications;(E) demonstrate knowledge and use of point-of-sale systems;(F) evaluate Internet resources for industry information; and



<p>the hospitality and tourism industry, including the use of point-of-sale (POS) systems. Students will be able to identify and describe key websites that provide up-to-date information for culinary arts professionals to use in meeting the needs of their guests/customers.</p>		<p>(G) evaluate current and emerging technologies to improve guest services</p>
<p>Unit 6: Communication Skills and Guest Relations</p> <p>This unit will enhance students' communication skills, focusing on learning the aspects of quality customer service and interpersonal communication skills required within the industry. Students will focus on verbal and nonverbal communication that occurs between employees, employers, customers, and/or clients within the travel and tourism industry.</p>	<p>15 Periods 675 Minutes</p>	<p>2. The student uses verbal and nonverbal communication skills to create, express, and interpret information for providing a positive experience for guests and employees. The student is expected to:</p> <ul style="list-style-type: none">(A) develop, deliver, and critique presentations;(B) analyze various marketing strategies for a lodging property and available services;(C) demonstrate proper techniques for using telecommunications equipment;(D) interpret verbal and nonverbal cues to enhance communication with individuals such as coworkers, guests, and clients;(E) locate written information used to communicate with individuals such as coworkers and guests;(F) apply and model active listening skills to obtain and clarify information; and(G) follow directions and procedures independently and in teams <p>3. The student solves problems independently and in teams using critical thinking, innovation, and creativity. The student is expected to:</p>



		(B) employ critical-thinking and interpersonal skills to resolve conflicts with individuals such as coworkers, employers, guests, and clients; and
Unit 7: Employability Skills This unit explores the professional standards and employability skills required by business and industry. Students will grow to understand that responsibility, time management, organization, positive attitude, and good character have a large impact on employability and job retention.	15 Periods 675 Minutes	1. The student demonstrates professional standards/employability skills as required by business and industry. The student is expected to: (A) organize oral and written information; (B) compose and present individually and in teams a variety of written documents such as agendas, thank you letters, presentations, and advertisements; (C) calculate correctly using numerical concepts such as percentage and estimation in practical situations; and (D) examine and apply how scientific principles are used in the hotel industry 5. The student develops principles in time management, decision making, effective communication, and prioritization. The student is expected to: (A) apply effective practices for managing time and energy; and (C) assemble and analyze the various steps in the decision-making process 7. The student understands roles within teams, work units, departments, organizations, and the larger environment of the lodging industry. The student is expected to: (H) comprehend and model professional attire
Unit 8: Personal Success and Effort	10 Periods 450 Minutes	4. The student demonstrates an understanding that personal success depends on personal effort. The student is expected to:



<p>Students will be able to categorize and demonstrate the personality traits and professional/personal etiquette that are needed to succeed in the lodging industry. Students will also be able to identify and describe the work ethic needed for career advancement in the lodging industry (e.g., skill sets, work schedules, travel/relocation, teamwork, communication skills, flexibility and adaptability etc.).</p>		<p>(A) demonstrate an understanding of self-responsibility and self-management; (B) identify and demonstrate both positive and negative work behaviors and personal qualities for employability; and (C) evaluate the effects of health and wellness on employee performance</p> <p>5. The student develops principles in time management, decision making, effective communication, and prioritization. The student is expected to: (B) develop and implement stress-management techniques; and (D) evaluate the importance of balancing a career, family, and leisure activities and develop various techniques to reduce conflict</p>
<p>Unit 9: Professional Ethics</p> <p>Students will understand the professional ethics legal responsibilities pertaining to the lodging industry. Students will analyze ethical dilemmas in a variety of workplace situations to demonstrate professional reasoning through an ethical and moral lens. Students will explore policies from employee handbooks from lodging businesses.</p>	<p>10 Periods 450 Minutes</p>	<p>11. The student knows and understands the importance of professional ethics and legal responsibilities within the lodging industry. The student is expected to: (A) demonstrate professional and ethical standards; (B) compare and contrast the rights of the innkeeper and the rights of the guest; and (C) interpret and explain written organizational policies and procedures to help employees perform their jobs</p>



<p>Unit 10: Leadership Development</p> <p>During this unit, students will learn more about the qualities and characteristics required to be successful in business and industry. While a basic understanding and development of employability skills will help students obtain employment, they will learn that developing leadership skills will aid them in job retention and potential promotion opportunities.</p>	<p>15 Periods 675 Minutes</p>	<p>9. The student uses leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives. The student is expected to:</p> <ul style="list-style-type: none">(A) differentiate types of effective leadership and management styles and select which management style is effective for the lodging industry;(B) apply team-building skills;(C) apply decision-making and problem-solving skills;(D) apply leadership and teamwork qualities in creating a pleasant working atmosphere; and(E) participate in community leadership and teamwork opportunities to enhance professional skills.
<p>Unit 11: Professional Development</p> <p>Students will identify and demonstrate the skills necessary for obtaining and retaining employment, including interviewing techniques and professional etiquette. Students will develop a career portfolio necessary to obtain employment in the lodging industry. Students will also practice the processes and complete associated paperwork required after an employment opportunity is accepted.</p>	<p>15 Periods 675 Minutes</p>	<p>6. The student understands the importance of employability skills. The student is expected to:</p> <ul style="list-style-type: none">(B) comprehend and model skills related to seeking employment;(C) assemble and/or update an electronic personal career portfolio;(D) complete a job application in written and electronic format;(E) examine and model proper interview techniques in applying for employment; and(F) complete required employment forms such as I-9, work visa, W-4, and licensures to meet employment requirements



<p>Unit 12: Career Exploration</p> <p>This unit will help students better understand the various career opportunities within the lodging industry. Students will focus on expanding their knowledge about the education, training, and/or certification required to obtain employment in the industry. Students will develop a career plan designed to achieve their career goals within this industry.</p>	<p>20 Periods 900 Minutes</p>	<p>6. The student understands the importance of employability skills. The student is expected to:</p> <ul style="list-style-type: none">(A) assemble the required training or education requirements that lead to an appropriate industry certification;(G) research the local labor workforce market to determine opportunities for lodging employment;(H) investigate professional lodging organizations and development training opportunities to keep current on relevant trends and information within the lodging industry; and(I) create, design, and present lodging entrepreneurship opportunities <p>7. The student understands roles within teams, work units, departments, organizations, and the larger environment of the lodging industry. The student is expected to:</p> <ul style="list-style-type: none">(G) create, design, and present lodging entrepreneurship opportunities
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