

Hospitality, Tourism, and Recreation: Grades 9-12

Analyze career paths within the hospitality, tourism and recreation industries. 10.1

- 1 Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers. 10.1.1
- 2 Analyze opportunities for employment in hospitality, tourism, and recreation careers. 10.1.2
- 3 Summarize education and training requirements and opportunities for career paths in hospitality, tourism, and recreation careers. 10.1.3
- 4 Analyze the correlation between the hospitality industry and local, state, national and global economies. 10.1.4
- 5 Create an employment portfolio to communicate hospitality, tourism, and recreation knowledge and skills. 10.1.5
- 6 Analyze the role of professional organizations in the hospitality, tourism, and recreation professions. 10.1.6

Demonstrate procedures applied to safety, security, and environmental issues. 10.2

- 1 Explain the importance of safety, security, and environmental issues related to the hospitality, tourism, and recreation industries. 10.2.1
- 2 Demonstrate procedures for assuring guest or customer safety. 10.2.2
- 3 Evaluate evacuation plans and emergency procedures. 10.2.3
- 4 Demonstrate management and conservation of resources for energy efficiency and protection of the environment. 10.2.4
- 5 Design a system for documenting, investigating, and taking action on safety, security, and environmental issues. 10.2.5

Apply concepts of quality service to ensure customer satisfaction. 10.3

- 1 Apply industry standards for service that meets cultural and geographic expectations of guests or customers. 10.3.1
- 2 Analyze how employee dispositions can impact customer satisfaction. 10.3.2
- 3 Apply a system to evaluate and resolve employee, employer, guest, or customer complaints. 10.3.3

4 Analyze effects of customer relations on success of the hospitality, tourism, and or recreation industry. 10.3.4

5 Demonstrate effective cultural awareness and customer relations to meet the hospitality, tourism, and recreation needs of special populations. 10.3.5

Demonstrate practices and skills involved in hospitality and lodging occupations. 10.4

1 Demonstrate front desk, office, and customer service skills. 10.4.1

2 Demonstrate accounting practices and financial transactions. 10.4.2

3 Manage convention, meeting, and banquet support functions. 10.4.3

4 Apply basic food preparation and service skills in catering operations. 10.4.4

5 Manage use, care, storage, maintenance, and safe operations of equipment, tools, and supplies. 10.4.5

6 Apply facility management, maintenance, and service skills to hospitality and lodging operations. 10.4.6

7 Apply time and work management skills to facility service tasks. 10.4.7

8 Analyze sales and marketing functions in hospitality and lodging operations. 10.4.8

Demonstrate practices and skills for travel related services. 10.5

1 Investigate geography, climate, sites, time zones, and political and global influences of various regions and countries. 10.5.1

2 Investigate hospitality, lodging, tourism, and recreation customs of various regions and countries. 10.5.2

3 Apply knowledge of food, beverage, and etiquette of various regions and countries to decisions about hospitality, lodging, tourism, and recreation. 10.5.3

4 Research regulations and cultural expectations to determine information needed for diverse clientele for domestic and international travel. 10.5.4

5 Create travel documents and itineraries, utilizing current technology. 10.5.5

6 Analyze travel arrangements using computerized systems. 10.5.6

Demonstrate management of recreation, leisure, and other programs and events. 10.6

1 Coordinate client inquiries and requests. 10.6.1

2 Design themes, timelines, budgets, agendas, and itineraries for specific programs and events. 10.6.2

3 Organize resources and information about locations, facilities, suppliers, and vendors for specific services. 10.6.3

4 Prepare event materials for distribution. 10.6.4

5 Demonstrate skills related to promoting and publicizing events. 10.6.5

6 Manage programs and events for specific age groups or diverse populations. 10.6.6

7 Promote wellness initiatives through recreation and leisure programs and events. 10.6.7

8 Evaluate overall effectiveness of specific events. 10.6.8

9 Describe tourism related organizations and agencies and their impact on hospitality, lodging, travel, and recreation operations. 10.6.9