

KSDE  
 Hospitality and Tourism Career Cluster  
 Pathways:  
 (CIP CODE: 52.0901): Travel and Tourism  
 Course KCCMS #: 34200

**Lodging Management Applications**

*Competency Profile Sheet*

Description: *This course is designed to provide an authentic experience within the lodging industry. Content will include the analysis, observation and demonstration of skills necessary for success. An introduction to all aspects of the industry will be included ( i.e. management, financial, front office, housekeeping, food service and guest services).*

Learner Name: \_\_\_\_\_ ID \_\_\_\_\_  
 Instructor: \_\_\_\_\_ School Year: 20\_\_ to 20\_\_

**Enrollment Date:**      **Completion Date:**      **Credit Earned:** \_\_\_\_\_  
 \_\_/\_\_/\_\_                      \_\_/\_\_/\_\_

*I certify that the student received the training in the competencies listed below.*

**Student Signature:** \_\_\_\_\_ **Date:** \_\_/\_\_/\_\_  
**Instructor Signature:** \_\_\_\_\_ **Date:** \_\_/\_\_/\_\_

Directions: The following competencies are required for full approval of a course in the Hospitality and Tourism career cluster. Student abilities are judged by the level in which they achieved each. Use this form to indicate individual achievement.

- Rating Scale:
- 3 Skilled/Works Independently
  - 2 Limited skills/Requires assistance
  - 1 Underdeveloped Skills
  - 0 No exposure/No instruction or training

**Essential Knowledge and Skills**

**Academic Foundations**

Benchmark: 0.1 <i>Achieve additional academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within a career cluster.</i>		3	2	1	0
0.1.1	Adapt language for audience, purpose, situation (i.e. diction/structure style).				
0.1.2	Demonstrate knowledge of basic arithmetic operations such as addition, subtraction, multiplication and division.				

**Communications**

Benchmark: 0.2 <i>Use oral and written communication skills in creating, expressing and interpreting information and ideas including technical terminology and information.</i>		3	2	1	0
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0.2.1	Interpret and communicate information, data, and observations to apply information learned to actual practice.				
0.2.2	Model behaviors that demonstrate active listening				
0.2.3	Employ appropriate verbal communication skills when obtaining and conveying information.				
0.2.4	Communicate with co-workers to clarify workplace objectives.				
0.2.5	Communicate effectively with customers and co-workers to foster positive relationships.				
0.2.6	Organize information to use in written and oral communications				
0.2.7	Use informational text, internet/ web sites and/or technical materials to review and apply information sources for occupational tasks.				
0.2.8	Use correct grammar, spelling, punctuation and capitalization when preparing written documents.				
0.2.9	Apply and/or interpret verbal and non-verbal communication to fully understand meaning.				

**Problem Solving**

Benchmark: 0.3 <i>Solve problems using creativity, innovation and critical thinking skills (analyze, synthesize, and evaluate) independently and in teams .</i>		3	2	1	0
0.3.1	Resolve conflicts with staff or customers using conflict resolution skills.				
0.3.2	Prioritize tasks to be completed.				
0.3.3	Identify concerns, analyze solutions and apply critical thinking skills to solve problems.				
0.3.4	Develop and manage plans/ budgets to accomplish organizational goals and objectives.				

**Information Technology Applications:**

Benchmark: 0.4 <i>Use information technology tools specific to the career cluster to access, manage, integrate and create information.</i>		3	2	1	0
0.4.1	Use information technology tools to manage and perform work responsibilities.				
0.4.2	Evaluate internet resources for reliability and validity.				

**Systems:**

Benchmark: 0.5 <i>Understand roles within teams, work units, departments, organizations, inter-organizational systems and the larger environment.</i>		3	2	1	0
0.5.1	Explain the role of individual departments as they impact the business as a whole.				
0.5.2	Analyze workplace operations.				

**Safety, Health and Environmental:**

Benchmark: 0.6 <i>Understand the importance of health, safety, and environmental management systems and follow organizational policies and procedures and contribute to continuous improvement in performance and compliance.</i>		3	2	1	0
0.6.1	Identify safety and health hazards to maintain a safe worksite				
0.6.2	Use equipment according to manufacturer guidelines and/or government regulations.				
0.6.3	Practice personal safety to avoid injury or accidents.				

**Leadership and Teamwork:**

Benchmark: 0.7 <i>Use leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives.</i>		3	2	1	0
0.7.1	Compare and contrast various roles of leaders within an organization.				
0.7.2	Apply teamwork skills to identify goals, develop objectives and achieve them in a timely manner.				
0.7.3	Demonstrate commitment to and positive attitude toward team goals.				
0.7.4	Manage personal work skills to accomplish tasks				
0.7.5	Treat people with respect.				
0.7.6	Manage stress and control emotions.				

**Ethics and Legal Responsibilities**

Benchmark: 0.8 <i>Know and understand the importance of professional ethics and legal responsibilities.</i>		3	2	1	0
0.8.1	Analyze personal and long-term workplace consequences of unethical and illegal behaviors.				

**Employability and Career Development**

Benchmark: 0.9 <b>Know and understand the importance of employability skills, effectively manage careers and the importance of entrepreneurship skills.</b>		3	2	1	0
0.9.1	Demonstrate self-discipline, self-worth, positive attitude and integrity in work situations.				
0.9.2	Demonstrate flexibility and willingness to learn new knowledge and skills.				
0.9.3	Exhibit commitment to the organization.				
0.9.4	Develop strategies to reach career objectives.				
0.9.5	Identify positive work behaviors to retain employment.				
0.9.6	Develop work goals and objectives.				
0.9.7	Develop time management knowledge and skills.				
0.9.8	Analyze work roles and responsibilities and how to balance them with life responsibilities				
0.9.9	Develop and/or organize a career portfolio (electronic or physical) to document knowledge, skills, and experience in a career field.				

**Technical Skills**

Comprehensive Standard:

**10.0 Synthesize knowledge, skills and practices required for careers in hospitality, tourism and recreation.**

Benchmark: 10. 1 Analyze careers and work qualities within the hospitality, tourism and event planning industries.		3	2	1	0
10.1.1	Demonstrate knowledge of lodging and industry skills by utilizing correct terminology and equipment.				
10.1.2	Observe time management and understand the need when handling multiple responsibilities as the manager/supervisor.				
10.1.3	Complete a self-assessment to determine strengths and weaknesses for this career path.				

Benchmark: 10. 2 Understand the procedures applied to safety, security, and environmental issues.		3	2	1	0
10.2.1	Critique safety plans and procedures as they relate to lodging facilities and practices.				
10.2.2	Examine the requirements of the ADA (Americans with Disabilities Act) and it's impact on lodging.				

Benchmark: 10. 3 Apply concepts of quality service to assure customer satisfaction.		3	2	1	0
10.3.1	Demonstrate professionalism (i.e. courteous telephone behavior, professional appearance/attire, attitude, verbal skills and picking up on verbal/nonverbal cues.				

Benchmark: 10. 4 Demonstrate an understanding of the travel and tourism industry.		3	2	1	0
10.4.1	Identify important information that front office employees would need to know about the property and community.				
10.4.2	Determine what information is needed for room forecasting and how forecasting is used throughout the property.				
10.4.3	Describe the features of a guest accounting computer module.				
10.4.4	Research a variety of machines and software to accept customer payments for goods or services.				
10.4.5	Demonstrate the functions of the night audit and the basic accounting posting formula used to complete it.				
10.4.6	Examine the role of the executive housekeeper and the importance of planning in relation to inventory lists, frequency schedules, staffing and scheduling.				
10.4.7	Determine workforce expectations and responsibilities of the lodging business and adhere to them as student intern.				
10.4.8	Participate in a food service and event planning experience.				
10.4.9	Experience all aspects of the lodging industry.				