

KSDE

Hospitality and Tourism Career Cluster

Pathways:

(CIP CODE: 52.0901): Travel and Tourism

Course KCCMS #: 34155

Lodging Management I

Competency Profile Sheet

Description: *This is the second in a sequence of courses related to the lodging industry that shares more specifics related to working within the business. It will include property management, guest services, hotel/motel registration systems, services and amenities. Other topics may include, but not limited to basic business practices, quality service, staffing issues and current technology*

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
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 <i>Know and understand the importance of employability skills, effectively manage careers and the importance of entrepreneurship skills.</i>		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	Describe courteous telephone behavior, professional behavior and appearance needed for business.				
10.1.2	Identify the leadership and teamwork skills needed to create a good working environment that encourages staff retention in the travel and lodging industry.				
10.1.3	Examine time management fundamentals and understand the need when handling multiple responsibilities.				

Benchmark: 10. 2 Understand the procedures applied to safety, security, and environmental issues.		3	2	1	0
10.2.1	Identify safe working habits and security procedures for lodging facilities (i.e. job safety analysis).				
10.2.2	Identify security procedures used by lodging facilities (i.e. lighting, key control, OSHA regulations).				
10.2.3	Identify how to handle emergencies in lodging facilities (i.e. evacuations, first aid, basic firefighting, power failure, response techniques, crowd control and emergency equipment use).				

Benchmark: 10. 3 Apply concepts of quality service to assure customer satisfaction.		3	2	1	0
10.3.1	Define guest service and its importance to the lodging industry.				
10.3.2	Understand customer service skills to ensure quality service and guest satisfaction.				
10.3.3	Describe the stages of the guest cycle and the roles lodging employees play in each stage (.e. pre-arrival, arrival, occupancy and departure).				

Benchmark: 10. 4 Demonstrate an understanding of the travel and tourism industry.		3	2	1	0
10.4.1	Compare different forms of lodging ownership, affiliation and management contracts.				
10.4.2	Determine what information is needed for room forecasting and how forecasting is used.				
10.4.3	Identify the features of a guest accounting computer module.				
10.4.4	Understand the functions of a night audit and the basic accounting posting formula used to complete the process.				
10.4.5	Research costs, pricing and market demands to promote profitability.				

10.4.6	Compare and contrast lodging websites for information presentation format (i.e. price, pictures and descriptions).				
10.4.7	Research how technology is impacting the industry (i.e. on-line booking, on-line reviews, staff training and guest services).				
10.4.8	Examine the responsibilities of the PBX operator/telephone switchboard (i.e. information directory, guest phone service, wake-up calls, guest privacy, process guest mail, packages, faxes, messages, etc.).				