

Hospitality and Tourism Career Cluster (11.12.10)

Essential Knowledge and Skills for both pathways...will be at the beginning of all courses.

Academic Foundations:	
Benchmark: 0.1	Achieve additional academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within a career cluster. (CCK&S ESS01)
0.1.1	Adapt language for audience, purpose, situation (i.e. diction/structure style). ESS01.02.02
0.1.2	Demonstrate knowledge of basic arithmetic operations such as addition, subtraction, multiplication and division. ESS01.03.02
Communications:	
Benchmark: 0.2	Use oral and written communication skills in creating, expressing and interpreting information and ideas including technical terminology and information. (CCK&S ESS02)
0.2.1	Interpret and communicate information, data, and observations to apply information learned to actual practice. ESS02.01.04
0.2.2	Model behaviors that demonstrate active listening. ESS01.02.01
0.2.3	Employ appropriate verbal communication skills when obtaining and conveying information. ESS02.02.01
0.2.4	Communicate with co-workers to clarify workplace objectives. ESS02.02.04
0.2.5	Communicate effectively with customers and co-workers to foster positive relationships. ESS02.02.05
0.2.6	Organize information to use in written and oral communications. ESS02.03.02
0.2.7	Use informational text, internet/ web sites and/or technical materials to review and apply information sources for occupational tasks. ESS02.04.01
0.2.8	Use correct grammar, spelling, punctuation and capitalization when preparing written documents. ESS02.05.03
0.2.9	Apply and/or interpret verbal and non-verbal communication to fully understand meaning.
Problem Solving and Critical Thinking:	
Benchmark: 0.3	Solve problems using creativity, innovation and critical thinking skills independently and in teams. (CC K&S ESS03)
0.3.1	Resolve conflicts with staff or customers using conflict resolution skills. ESS 03.02.05
0.3.2	Prioritize tasks to be completed. ESS10.02.02
0.3.3	Identify concerns, analyze solutions and apply critical thinking skills to solve problems. ESS 03.01.01 & ESS 03.01.02
0.3.4	Develop and manage plans/ budgets to accomplish organizational goals and objectives. HTC005.01.01

Information Technology Applications:	
Benchmark: 0.4	Use information technology tools specific to the career cluster to access, manage, integrate and create information. (CCK&S ESS04)
0.4.1	Use information technology tools to manage and perform work responsibilities. ESS 04.02.01
0.4.2	Evaluate internet resources for reliability and validity. ESS04.04.03
Systems:	
Benchmark: 0.5	Understand roles within teams, work units, departments, organizations, inter-organizational systems and the larger environment. (CCK&S ESS05)
0.5.1	Explain the role of individual departments as they impact the business as a whole. ESS05.01.03
0.5.2	Analyze workplace operations. HTC09.05.02
Safety, Health and Environmental:	
Benchmark: 0.6	Understand the importance of health, safety and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. (CCK&S ESS06)
0.6.1	Identify safety and health hazards to maintain a safe worksite. ESS06.01.04
0.6.2	Use equipment according to manufacturer guidelines and/or government regulations. ESS06.01.07
0.6.3	Practice personal safety to avoid injury or accidents. HTC06.05.03
Benchmark: 0.7	Use leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives. (CCK&S ESS07)
0.7.1	Compare and contrast various roles of leaders within an organization. ESS 07.01.01
0.7.2	Apply teamwork skills to identify goals, develop objectives and achieve them in a timely manner. ESS07.02.05 & ESS07.03.01
0.7.3	Demonstrate commitment to and positive attitude toward team goals. ESS07.03.07
0.7.4	Manage personal work skills to accomplish tasks. ESS07.04.03
0.7.5	Treat people with respect. ESS07.04.04
0.7.6	Manage stress and control emotions. ESS07.04.07
Ethics and Legal Responsibilities:	
Benchmark: 0.8	Know and understand the importance of professional ethics and legal responsibilities. (CCK&S ESS08)
0.8.1	Analyze personal and long-term workplace consequences of unethical and illegal behaviors. ESS08.01.03
Employability and Career Development:	
Benchmark: 09	Know and understand the importance of employability and career skills. (CCK&S ESS09)

0.9.1	Demonstrate self-discipline, self-worth, positive attitude and integrity in work situations. ESS09.01.01
0.9.2	Demonstrate flexibility and willingness to learn new knowledge and skills. ESS09.01.02
0.9.3	Exhibit commitment to the organization. ESS09.01.03
0.9.4	Develop strategies to reach career objectives. ESS09.02.02
0.9.5	Identify positive work behaviors to retain employment. ESS09.06.05
0.9.6	Develop work goals and objectives. ESS10.02.01
0.9.7	Develop time management knowledge and skills. ESS10.02.03
0.9.8	Analyze work roles and responsibilities and how to balance them with life responsibilities. ESS 9.01.08
0.9.9	Develop and/or organize a career portfolio (electronic or physical) to document knowledge, skills, and experience in a career field. (CC K&S ESS09.04.02)