# Hospitality & Lodging Workplace Experience Course No. 16148  Credit: 1.0

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| **Student name:**  |  | **Graduation Date:** |  |

Pathways and CIP Codes:Travel & Tourism (52.0901)

Course Description: **Application Level:** This course is designed to provide workplace experiences 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). Previously Hospitality and Lodging Management.

Directions:The following competencies are required for full approval of this course. Check the appropriate number to indicate the level of competency reached for learner evaluation.

**RATING SCALE:**

4. Exemplary Achievement: Student possesses outstanding knowledge, skills or professional attitude.

3. Proficient Achievement:Student demonstrates good knowledge, skills or professional attitude. Requires limited supervision.

2. Limited Achievement:Student demonstrates fragmented knowledge, skills or professional attitude. Requires close supervision.

1. Inadequate Achievement:Student lacks knowledge, skills or professional attitude.

0. No Instruction/Training:Student has not received instruction or training in this area.

## Benchmark 1: Analyze careers and work qualities within the hospitality, tourism and event planning industries.

### Competencies

| **#** | **DESCRIPTION** | **RATING** |
| --- | --- | --- |
| 1.1 | Demonstrate knowledge of lodging and industry skills by utilizing correct terminology and equipment. |  |
| 1.2 | Practice time management strategies. |  |
| 1.3 | Identify strategies in handling multiple responsibilities as the manager/supervisor. |  |
| 1.4 | Determine personal strengths and weaknesses in this career field. |  |
| 1.5 | Compare and contrast various roles of leaders within an organization. |  |

## Benchmark 2: Understand the procedures applied to safety, security, and environmental issues.

### Competencies

| **#** | **DESCRIPTION** | **RATING** |
| --- | --- | --- |
| 2.1 | Analyze safety plans and procedures as they relate to lodging facilities and emergency practices. |  |
| 2.2 | Demonstrate procedures for assuring guest or customer safety. |  |
| 2.3 | Evaluate evacuation plans and emergency procedures. |  |
| 2.4 | Demonstrate management and conservation of resources for energy efficiency and protection of the environment. |  |
| 2.5 | Design a system for documenting, investigating, and taking action on safety, security and environmental issues. |  |

## Benchmark 3: Apply concepts of quality service to assure customer satisfaction.

### Competencies

| **#** | **DESCRIPTION** | **RATING** |
| --- | --- | --- |
| 3.1 | Demonstrate professionalism within the hospitality and lodging industry (i.e. courteous telephone behavior, professional appearance/attire, attitude, verbal skills and picking up on verbal/nonverbal cues). |  |
| 3.2 | Apply industry standards for service that meets cultural and geographic expectations of guests or customers. |  |
| 3.3 | Analyze how employee dispositions can impact customer satisfactions. |  |
| 3.4 | Apply a system to evaluate and resolve employee, employer, guest, or customer complaints. |  |
| 3.5 | Analyze effects of customer relations on success of the hospitality, tourism, and or recreation industry. |  |
| 3.6 | Demonstrate effective cultural awareness and customer relations to meet the hospitality, tourism, and recreation needs of special populations. |  |

## Benchmark 4: Demonstrate skills related to the hospitality and lodging industry.

### Competencies

| **#** | **DESCRIPTION** | **RATING** |
| --- | --- | --- |
| 4.1 | Identify important information that front office employees would need to know about the property and community. |  |
| 4.2 | Determine what information is needed for room forecasting and how forecasting is used throughout the property. |  |
| 4.3 | Describe the features of a guest accounting computer module. |  |
| 4.4 | Research customer payments options for goods or services and how they impact the bottom line. |  |
| 4.5 | Demonstrate the functions of the night audit and the basic accounting posting formula used to complete it. |  |
| 4.6 | Examine the role of the executive housekeeper and the importance of planning in relation to inventory lists, frequency schedules, staffing, scheduling, budgeting, labor costs, and safety concerns. |  |
| 4.7 | Determine workforce expectations and responsibilities of the lodging business and adhere to them as a student intern. |  |
| 4.8 | Apply knowledge and skills to the execution of food service and event planning experiences. |  |

## Benchmark 5: Enhance career readiness through practicing appropriate skills in hospitality and lodging industries.

### Competencies

| **#** | **DESCRIPTION** | **RATING** |
| --- | --- | --- |
| 5.1 | Demonstrate self-discipline, self-worth, positive attitude and integrity in classroom. |  |
| 5.2 | Demonstrate flexibility and willingness to learn new knowledge and skills. |  |
| 5.3 | Prioritize tasks to be completed as a lodging professional. |  |
| 5.4 | Use information technology tools to manage and perform tasks related to the industry. |  |
| 5.5 | Demonstrate time management skills. |  |
| 5.6 | Review and enhance an electronic career portfolio to document knowledge, skills and experiences, and individual plan of study. |  |

I certify that the student has received training in the areas indicated.

Instructor Signature:

For more information, contact:

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