

KSDE

Hospitality and Tourism Career Cluster

Pathways:

(CIP CODE: 52.0901): Travel and Tourism

Course KCCMS #: 34054

## Foundations of Lodging

### *Standards Alignment Document*

**Description:** *This course provides students with an overview of the knowledge and skills related to the business of lodging. It will include an exploration of the many aspects of the industry, basic processes and procedures (i.e. housekeeping, check in procedures) as well as the guest cycle*

**Directions:** Refer to the crosswalk key to identify the alignment to the national standards and common core.

### Essential Knowledge and Skills

#### Academic Foundations

Benchmark: 0.1 <b><i>Achieve additional academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within a career cluster. (CCK&amp;S ESS01)</i></b>		<i>Crosswalk</i>
0.1.1	Adapt language for audience, purpose, situation (i.e. diction/structure style).	ESS01.02.02; *1.2.3
0.1.2	Demonstrate knowledge of basic arithmetic operations such as addition, subtraction, multiplication and division.	ESS01.03.02; \$

#### Communications

Benchmark: 0.2 <b><i>Use oral and written communication skills in creating, expressing and interpreting information and ideas including technical terminology and information. (CCK&amp;S ESS02; *13.3)</i></b>		<i>Crosswalk</i>
0.2.1	Interpret and communicate information, data, and observations to apply information learned to actual practice.	ESS02.01.04; *13.3.1
0.2.2	Model behaviors that demonstrate active listening	ESS01.02.01; *13.3.2
0.2.3	Employ appropriate verbal communication skills when obtaining and conveying information.	ESS02.02.01; *1.2.3
0.2.4	Communicate with co-workers to clarify workplace objectives.	ESS02.02.04; *1.2.3
0.2.5	Communicate effectively with customers and co-workers to foster positive relationships.	ESS02.02.05; *13.1.1
0.2.6	Organize information to use in written and oral communications	ESS02.03.02; *1.2.2
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.	*1.2.3 & 13.3.2

#### Problem Solving

Benchmark: 0.3 <b><i>Solve problems using creativity, innovation and critical thinking skills (analyze, synthesize, and evaluate) independently and in teams . (CCK&amp;S ESS03; *1.2)</i></b>		<i>Crosswalk</i>
0.3.1	Resolve conflicts with staff or customers using conflict resolution skills.	ESS03.02.05
0.3.2	Prioritize tasks to be completed.	ESS10.02.02;

		1.2.2
0.3.3	Identify concerns, analyze solutions and apply critical thinking skills to solve problems.	ESS03.01.01 & ESS03.01.02
0.3.4	Develop and manage plans/ budgets to accomplish organizational goals and objectives.	HTCO05.01.01

**Information Technology Applications:**

Benchmark: 0.4 <i>Use information technology tools specific to the career cluster to access, manage, integrate and create information.</i> (CCK&S ESS04)		Crosswalk
0.4.1	Use information technology tools to manage and perform work responsibilities.	ESS04.02.01; *1.2.5
0.4.2	Evaluate internet resources for reliability and validity.	ESS04.04.03

**Systems:**

Benchmark: 0.5 <i>Understand roles within teams, work units, departments, organizations, inter-organizational systems and the larger environment.</i> (CCK&S ESS05)		Crosswalk
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.	HTCO09.05.02

**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> (CCK&S ESS06; *5.5 & 13.4)		Crosswalk
0.6.1	Identify safety and health hazards to maintain a safe worksite	ESS06.01.04; *1.2.7
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.	HTCO06.05.03; *13.4.3; SCP/SD 3.1

**Leadership and Teamwork:**

Benchmark: 0.7 <i>Use leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives.</i> (CCK&S ESS07; *13.5)		Crosswalk
0.7.1	Compare and contrast various roles of leaders within an organization.	ESS07.01.01
0.7.2	Apply teamwork skills to identify goals, develop objectives and achieve them in a timely manner.	ESS07.02.05 & ESS07.03.01; *1.2.4
0.7.3	Demonstrate commitment to and positive attitude toward team goals.	ESS07.03.07; *1.2.2
0.7.4	Manage personal work skills to accomplish tasks	ESS07.04.03; *1.2.2
0.7.5	Treat people with respect.	ESS07.04.04; *13.3.5
0.7.6	Manage stress and control emotions.	ESS07.04.07; *13.1.6

**Ethics and Legal Responsibilities**

Benchmark: 0.8 <i>Know and understand the importance of professional ethics and legal responsibilities.</i> (CCK&S ESS08)		Crosswalk
0.8.1	Analyze personal and long-term workplace consequences of unethical and illegal behaviors.	ESS08.01.03; *1.2.8

**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> (CCK&S ESS09; *1.2)		Crosswalk
0.9.1	Demonstrate self-discipline, self-worth, positive attitude and integrity in work situations.	ESS09.01.01;

		*1.2.2, 1.2.8 & 13.3.5
0.9.2	Demonstrate flexibility and willingness to learn new knowledge and skills.	ESS09.01.02; *1.2.2
0.9.3	Exhibit commitment to the organization.	ESS09.01.03; *1.2.2
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; *1.2.2
0.9.6	Develop work goals and objectives.	ESS10.02.01; *1.2.2
0.9.7	Develop time management knowledge and skills.	ESS10.02.03: *1.2.2
0.9.8	Analyze work roles and responsibilities and how to balance them with life responsibilities	ESS09.01.08; *1.1.3 & 1.1.4
0.9.9	Develop and/or organize a career portfolio (electronic or physical) to document knowledge, skills, and experience in a career field.	ESS09.04.02: *10.1.5

### 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.		<i>Crosswalk</i>
10.1.1	Identify career opportunities in the lodging industry and the skills/experiences needed for the career path.	*1.2.1 & 10.1.1
10.1.2	Analyze the different positions within the lodging industry.	
10.1.3	Examine how professionalism impacts a positive experience for guests and fellow employees (i.e. appearance/attire, attitude, verbal skills and picking up on verbal/non verbal cues).	HTPA05.01.01 & 05.01.02; *1.2.8, 10.3.2 & 10.3.4
10.1.4	Understand the need for accuracy in mathematics, reading comprehension and writing to correctly deliver products or services in lodging.	HTPA04.01.01
10.1.5	Examine leadership and teamwork skills needed to create a good working environment that encourages staff retention in the travel and lodging industry.	HTPA06.01.01 & 06.01.02; *1.2.4, 1.2.6, 1.2.7 & 13.5.2
10.1.6	Analyze the organizational structure of the lodging industries and the responsibilities of individuals within it.	

Benchmark: 10. 2 Understand the procedures applied to safety, security, and environmental issues.		<i>Crosswalk</i>
10.2.1	Analyze how to provide services to all guests (i.e. guests with disabilities, elderly, pet owners, families with children, etc.).	*10.2.2
10.2.2	Compare and contrast housekeeping procedures for departure vs stay-over cleaning.	

Benchmark: 10. 3 Apply concepts of quality service to assure customer satisfaction.		<i>Crosswalk</i>
10.3.1	Utilize information from demographics (i.e. ethnicity, geographical, gender, income, etc.) to determine product and services for target markets.	HTPA04.02
10.3.2	Analyze front office operations to ensure quality service and guest satisfaction.	HTPA01.01.01 & 06.01.04; *10.4.1
10.3.3	Determine best communication strategy to avoid and/or solve guest conflicts.	*10.3.1, 10.3.3 & 13.4.3

Benchmark: 10. 4 Demonstrate an understanding of the travel and tourism industry.		Crosswalk
10.4.1	Explain the interrelationship of lodging, travel and tourism.	
10.4.2	Identify the different classifications of hotels to include types of hotels and service levels.	
10.4.3	Identify property organization to include hotel divisions and departments.	
10.4.4	Compare different forms of lodging ownership, affiliation and management.	
10.4.5	Understand the stages in a guest cycle (i.e. pre-arrival, arrival, occupancy & departure) and the staff responsibilities or processes that are completed in each step.	
10.4.6	Analyze the guest check in and information collection process.	
10.4.7	Identify different types of revenue and costs in the hotel industry and how they impact profits.	
10.4.8	Compare and contrast impact of market segmentation to lodging services (i.e. walk-in, same day reservations, government, leisure groups, aviation, sports, and SMERF—social, military, education, religious, fraternal).	
10.4.9	Identify current trends impacting the lodging industry (i.e. eco friendly, on-line booking, etc.)	
10.4.10	Explain the role of the hotel food and beverage division (i.e. pantry, restaurants, banquet and catering, room service, breakfast buffet).	

**Crosswalk Key:**

CCK&S or ESS—Career Cluster Essential Knowledge and Skills ([www.careertech.org](http://www.careertech.org) )

HTCO—Hospitality and Tourism Cluster Level Competencies ([www.careertech.org](http://www.careertech.org) )

HTPA—Hospitality and Tourism Pathway Level Competencies ([www.careertech.org](http://www.careertech.org) )

\*--AAFCS National FCS Standards ([www.aafce.org](http://www.aafce.org) )

§--JumpStart Standards ([www.jumpstart.org](http://www.jumpstart.org) )

**Credentials/Certifications:**

None

**Third Party Assessments:**

None

**Performance Assessments:**

None