KSDE
Hospitality and Tourism Career Cluster
Pathways:
(CIP CODE: 52.0901): Travel and Tourism
Course KCCMS #: 34155

**Lodging Management I**

*Standard Alignment Document*

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.

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

**Essential Knowledge and Skills**

**Academic Foundations**

<table>
<thead>
<tr>
<th>Benchmark</th>
<th>Academic Knowledge and Skills</th>
<th>Crosswalk</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.1</td>
<td>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)</td>
<td>ESS01.02.02; *1.2.3</td>
</tr>
<tr>
<td>0.1.1</td>
<td>Adapt language for audience, purpose, situation (i.e. diction/structure style).</td>
<td>ESS01.02.02; *1.2.3</td>
</tr>
<tr>
<td>0.1.2</td>
<td>Demonstrate knowledge of basic arithmetic operations such as addition, subtraction, multiplication and division.</td>
<td>ESS01.03.02; $</td>
</tr>
</tbody>
</table>

**Communications**

<table>
<thead>
<tr>
<th>Benchmark</th>
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<tbody>
<tr>
<td>0.2</td>
<td>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)</td>
<td>ESS02.01.04; *13.3.1</td>
</tr>
<tr>
<td>0.2.1</td>
<td>Interpret and communicate information, data, and observations to apply information learned to actual practice.</td>
<td>ESS02.01.04; *13.3.1</td>
</tr>
<tr>
<td>0.2.2</td>
<td>Model behaviors that demonstrate active listening</td>
<td>ESS02.01.04; *13.3.1</td>
</tr>
<tr>
<td>0.2.3</td>
<td>Employ appropriate verbal communication skills when obtaining and conveying information.</td>
<td>ESS02.01.04; *13.3.1</td>
</tr>
<tr>
<td>0.2.4</td>
<td>Communicate with co-workers to clarify workplace objectives.</td>
<td>ESS02.01.04; *13.3.1</td>
</tr>
<tr>
<td>0.2.5</td>
<td>Communicate effectively with customers and co-workers to foster positive relationships.</td>
<td>ESS02.01.04; *13.3.1</td>
</tr>
<tr>
<td>0.2.6</td>
<td>Organize information to use in written and oral communications</td>
<td>ESS02.01.04; *13.3.1</td>
</tr>
<tr>
<td>0.2.7</td>
<td>Use informational text, internet/web sites and/or technical materials to review and apply information sources for occupational tasks.</td>
<td>ESS02.01.04; *13.3.1</td>
</tr>
<tr>
<td>0.2.8</td>
<td>Use correct grammar, spelling, punctuation and capitalization when preparing written documents.</td>
<td>ESS02.01.04; *13.3.1</td>
</tr>
<tr>
<td>0.2.9</td>
<td>Apply and/or interpret verbal and non-verbal communication to fully understand meaning.</td>
<td>ESS02.01.04; *13.3.1</td>
</tr>
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Lodging Management I--1
### Problem Solving

<table>
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<tr>
<td>0.3.1</td>
<td>Resolve conflicts with staff or customers using conflict resolution skills. ESS10.02.02; 1.2.2</td>
</tr>
<tr>
<td>0.3.2</td>
<td>Prioritize tasks to be completed. ESS03.01.01 &amp; ESS03.01.02</td>
</tr>
<tr>
<td>0.3.3</td>
<td>Identify concerns, analyze solutions and apply critical thinking skills to solve problems.</td>
</tr>
<tr>
<td>0.3.4</td>
<td>Develop and manage plans/budgets to accomplish organizational goals and objectives. HTCO05.01.01</td>
</tr>
</tbody>
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### Information Technology Applications:

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>0.4.1</td>
<td>Use information technology tools to manage and perform work responsibilities. ESS04.02.01; *1.2.5</td>
</tr>
<tr>
<td>0.4.2</td>
<td>Evaluate internet resources for reliability and validity. ESS04.04.03</td>
</tr>
</tbody>
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### Systems:

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<tr>
<td>0.5.1</td>
<td>Explain the role of individual departments as they impact the business as a whole. ESS05.01.03</td>
</tr>
<tr>
<td>0.5.2</td>
<td>Analyze workplace operations. HTCO09.05.02</td>
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### Safety, Health and Environmental:

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<tbody>
<tr>
<td>0.6.1</td>
<td>Identify safety and health hazards to maintain a safe worksite ESS06.01.04; *1.2.7</td>
</tr>
<tr>
<td>0.6.2</td>
<td>Use equipment according to manufacturer guidelines and/or government regulations. ESS06.01.07</td>
</tr>
<tr>
<td>0.6.3</td>
<td>Practice personal safety to avoid injury or accidents. HTCO06.05.03; *13.4.3; SCP/SD 3.1</td>
</tr>
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### Leadership and Teamwork:

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<tr>
<td>0.7.1</td>
<td>Compare and contrast various roles of leaders within an organization. ESS07.01.01</td>
</tr>
<tr>
<td>0.7.2</td>
<td>Apply teamwork skills to identify goals, develop objectives and achieve them in a timely manner. ESS07.02.05 &amp; ESS07.03.01; *1.24</td>
</tr>
<tr>
<td>0.7.3</td>
<td>Demonstrate commitment to and positive attitude toward team goals. ESS07.03.07; *1.2.2</td>
</tr>
<tr>
<td>0.7.4</td>
<td>Manage personal work skills to accomplish tasks ESS07.04.03; *1.2.2</td>
</tr>
<tr>
<td>0.7.5</td>
<td>Treat people with respect. ESS07.04.04; *13.3.5</td>
</tr>
<tr>
<td>0.7.6</td>
<td>Manage stress and control emotions. ESS07.04.07; *13.1.6</td>
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### Ethics and Legal Responsibilities

<table>
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<tbody>
<tr>
<td>0.8.1</td>
<td>Analyze personal and long-term workplace consequences of unethical and illegal behaviors. ESS08.01.03; *1.2.8</td>
</tr>
</tbody>
</table>
Employability and Career Development

Benchmark: 0.9 Know and understand the importance of employability skills, effectively manage careers and the importance of entrepreneurship skills. (CCK&S ESS09: *1.2)

| Crosswalk | 0.9.1 | Demonstrate self-discipline, self-worth, positive attitude and integrity in work situations. |
| Crosswalk | 0.9.2 | Demonstrate flexibility and willingness to learn new knowledge and skills. |
| Crosswalk | 0.9.3 | Exhibit commitment to the organization. |
| Crosswalk | 0.9.4 | Develop strategies to reach career objectives. |
| Crosswalk | 0.9.5 | Identify positive work behaviors to retain employment. |
| Crosswalk | 0.9.6 | Develop work goals and objectives. |
| Crosswalk | 0.9.7 | Develop time management knowledge and skills. |
| Crosswalk | 0.9.8 | Analyze work roles and responsibilities and how to balance them with life responsibilities |
| Crosswalk | 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.

| Crosswalk | 10.1.1 | Describe courteous telephone behavior, professional behavior and appearance needed for business. |
| Crosswalk | 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. |
| Crosswalk | 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.

| Crosswalk | 10.2.1 | Identify safe working habits and security procedures for lodging facilities (i.e. job safety analysis). |
| Crosswalk | 10.2.2 | Identify security procedures used by lodging facilities (i.e. lighting, key control, OSHA regulations). |
| Crosswalk | 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.

| Crosswalk | 10.3.1 | Define guest service and its importance to the lodging industry. |
| Crosswalk | 10.3.2 | Understand customer service skills to ensure quality service and guest satisfaction. |
| Crosswalk | 10.3.3 | Describe the stages of the guest cycle and the roles lodging employees play in each stage (.e. |
Benchmark: 10.4 Demonstrate an understanding of the travel and tourism industry.

<table>
<thead>
<tr>
<th>Crosswalk</th>
<th>10.4.1</th>
<th>Compare different forms of lodging ownership, affiliation and management contracts.</th>
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<tbody>
<tr>
<td>10.4.2</td>
<td>Determine what information is needed for room forecasting and how forecasting is used.</td>
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<tr>
<td>10.4.3</td>
<td>Identify the features of a guest accounting computer module.</td>
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<tr>
<td>10.4.4</td>
<td>Understand the functions of a night audit and the basic accounting posting formula used to complete the process.</td>
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<tr>
<td>10.4.5</td>
<td>Research costs, pricing and market demands to promote profitability.</td>
<td></td>
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<tr>
<td>10.4.6</td>
<td>Compare and contrast lodging websites for information presentation format (i.e. price, pictures and descriptions).</td>
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<tr>
<td>10.4.7</td>
<td>Research how technology is impacting the industry (i.e. on-line booking, on-line reviews, staff training and guest services).</td>
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</tr>
<tr>
<td>10.4.8</td>
<td>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.).</td>
<td></td>
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</tbody>
</table>

Crosswalk Key:
CCK&S or ESS—Career Cluster Essential Knowledge and Skills (www.careertech.org)
HTCO—Hospitality and Tourism Cluster Level Competencies (www.careertech.org)
HTPA—Hospitality and Tourism Pathway Level Competencies (www.careertech.org)
*--AAFCS National FCS Standards (www.aafce.org)
$--JumpStart Standards (www.jump$tart.org)

Credentials/Certifications:
None

Third Party Assessments:
None

Performance Assessments:
None