

CURRICULUM FRAMEWORK
Hospitality Services - 2004

1. CONTENT STANDARD: EXAMINE THE HOSPITALITY INDUSTRY

COMPETENCY: Examine Career Paths in the Hospitality Industry

PERFORMANCE INDICATORS:

Examine entry level, technical level, and professional level occupations in hospitality
Identify entrepreneurial opportunities in the hospitality industry
Assess employment opportunities
Evaluate education and training required for careers in the hospitality industry
Demonstrate transferable skills required for employment
Identify additional career paths open to individuals in the hospitality industry

COMPETENCY: Analyze the impact of the hospitality industry on the economy

PERFORMANCE INDICATORS:

Examine how hospitality contributes to the economy
Evaluate all aspects of the hospitality industry
Analyze the role of travel in the hospitality industry
Examine the impact of economic conditions on the hospitality industry

COMPETENCY: Assess the role of customer service in the hospitality industry

PERFORMANCE INDICATORS:

Determine what or who is the heart of hospitality
Evaluate the role of customers
Articulate the needs of customers
Demonstrate means of addressing customer needs
Analyze hospitality employee responsibilities
Formulate characteristics of customer focused employees

**2. CONTENT STANDARD: CONSTRUCT KNOWLEDGE OF BUSINESS
BASICS IN THE HOSPITALITY INDUSTRY**

2.01 COMPETENCY: Develop an understanding of hospitality business structures

PERFORMANCE INDICATORS:

Compare single and multi unit structures of business
Evaluate the importance of professional organizations
Develop awareness of hospitality management

2.02 COMPETENCY: Evaluate the role of human resources

PERFORMANCE INDICATORS:

Evaluate the importance of human resources
Analyze major functions of human resources
Demonstrate an understanding of compensation and benefits
Examine the importance of policies and procedure

2.03 COMPETENCY: Analyze marketing and accounting concepts in the hospitality industry

PERFORMANCE INDICATORS:

Demonstrate the main areas of marketing (Product, Price, Place, Promotion) for the hospitality industry

Evaluate the main methods of promotion

Analyze the types of selling that takes place in the hospitality business

Specify the functions of the accounting department

Simulate all areas of the accounting department

2.04 COMPETENCY: Question the importance of safety in the hospitality business

PERFORMANCE INDICATORS:

Evaluate the purpose of the Occupational Safety & Health Administration (OSHA)

Apply the responsibilities of hospitality employees for the health and safety of the public

Identify causes of accidents in the hospitality industry

Construct an emergency plan and determine the importance of an emergency plan

2.05 COMPETENCY: Assess legal and ethical considerations in the hospitality industry

PERFORMANCE INDICATORS:

Examine hiring and employment laws, worker safety laws, food safety laws, zoning and building laws, and liquor laws

Distinguish the rights of guests

Estimate good work ethic

3. CONTENT STANDARD: DEVELOP LEADERSHIP AND COMMUNICATION SKILLS

COMPETENCY: Formulate an understanding of management skills

PERFORMANCE INDICATORS:

Experience delegating responsibilities

Analyze the different management styles

Determine managerial responsibilities

COMPETENCY: Demonstrate effective communication skills

PERFORMANCE INDICATORS:

Practice sending and receiving clear messages

Develop encouraging statements toward coworkers

Employ effective conflict prevention and conflict resolution skills

Demonstrate presentation and speaking skills

COMPETENCY: Assess the benefits of teamwork

PERFORMANCE INDICATORS:

Demonstrate abilities to work with classmates as well as coworkers

Practice team development strategies
Determine the importance of individual roles

4. CONTENT STANDARD: INVESTIGATE THE HOTEL AND LODGING INDUSTRY

COMPETENCY: Compare the different types of lodging businesses

PERFORMANCE INDICATORS:

Compare the characteristics of a full service hotel, a limited service property, and specialty accommodations

Evaluate the importance of location

Determine the effects of size and price, room rates, in the lodging market

COMPETENCY: Analyze the functions of the front-office

PERFORMANCE INDICATORS:

Experience the functions of the front office

Organize the duties of the reservations department, uniformed services department, and telecommunications department

Analyze the steps in the hotel guest cycle

COMPETENCY: Formulate an understanding of the housekeeping department

PERFORMANCE INDICATORS:

Determine the major functions of the housekeeping department

Differentiate between clean and sanitary

Demonstrate appropriate laundering processes

Experience organizing and maintaining an efficient housekeeping operation

COMPETENCY: Formulate an understanding of safety issues and prevention

PERFORMANCE INDICATORS:

Assess the main responsibilities of the security department

Examine the issues of liability

Employ effective safety and emergency policies

COMPETENCY: Appraise the role of engineering

PERFORMANCE INDICATORS:

Determine the purpose of engineering

Inspect building systems for engineering responsibilities

Experience the responsibilities of engineering for guest rooms and public areas of the hotel

5. CONTENT STANDARD: EXAMINE THE FOOD AND BEVERAGE INDUSTRY

COMPETENCY: Examine the types of food service businesses

PERFORMANCE INDICATORS:

Compare and contrast commercial food and institutional food service businesses
Develop and give examples of food service with in a customer business

COMPETENCY: Demonstrate food preparation and service

PERFORMANCE INDICATORS:

Apply menu-planning principles to develop and modify menus
Design a menu
Demonstrate proper presentation and serving skills
Demonstrate proper table setup
Employ food production skills

COMPETENCY: Propose the use of Front and Back of house

PERFORMANCE INDICATORS:

Examine the functions of the Front of House and Back of House
Experience Front of House duties
Experience Back of House duties

COMPETENCY: Demonstrate knowledge of Hotel Food and Beverage Services

PERFORMANCE INDICATORS:

Inspect how banquet facilities are ran
Design meeting rooms for theatre style, school room, and banquet
Evaluate the role of room service
Examine the roles of the beverage department

COMPETENCY: Examine the purchasing and receiving roles in Food and Beverage

PERFORMANCE INDICATORS:

Evaluate the role of a purchaser
Manage receiving and storage techniques
Demonstrate inventory control processes
Assess relationships with suppliers

COMPETENCY: Demonstrate safety and sanitation in the Food and Beverage Industry

PERFORMANCE INDICATORS:

Analyze the sources of food borne illnesses
Prevent food borne illness
Assess government regulations in the food and beverage industry
Demonstrate personal safety and first aid procedures in a food production environment

6. CONTENT STANDARD: EMPLOY JOB SEEKING SKILLS

COMPETENCY: Analyze career paths in hospitality industries

PERFORMANCE INDICATORS:

Analyze qualities of a good employee
Acquire skills needed for employment
Seek employment opportunities in hospitality

COMPETENCY: Demonstrate job seeking skills

PERFORMANCE INDICATORS:

Determine functions of employers resumes, applications, and interviews

Experience steps involved in applying for a job

Develop a resume and cover letter

Complete a job application

Prepare for an interview

Demonstrate the interview process

Acquire skills for keeping a job and advancing in a job

COMPETENCY: Employ job seeking skills to obtain a job in the hospitality industry

PERFORMANCE INDICATORS:

Obtain a job in the hospitality industry

Demonstrate qualities of a good employee

Demonstrate ability to complete job tasks

Compete requirements for hospitality certification(s)