

**Chapter 130. Texas Essential Knowledge and Skills for Career and Technical
Education
Subchapter I. Hospitality and Tourism**

§130.223. Hotel Management (One-Half to One Credit).

- (a) General requirements. This course is recommended for students in Grades 10-12.
Recommended prerequisite: Principles of Hospitality and Tourism.

- (b) Introduction. This course focuses on the knowledge and skills needed to pursue staff and management positions available in the hotel industry. This in-depth study of the lodging industry includes departments within a hotel such as front desk, food and beverage, housekeeping, maintenance, human resources, and accounting. This course will focus on, but not be limited to, professional communication, leadership, management, human resources, technology, and accounting. Students are encouraged to participate in extended learning experiences such as career and technical student organizations and other leadership or extracurricular organizations.

- (c) Knowledge and skills.
 - (1) The student gains academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within the hotel industry. The student is expected to:
 - (A) organize oral and written information;
 - (B) compose a variety of written documents such as agendas, thank you letters, presentations, and advertisements;
 - (C) calculate correctly using numerical concepts such as percentage and reasonable estimation in practical situations; and
 - (D) infer how scientific principles are used in the hotel industry.

 - (2) The student uses verbal and nonverbal communication skills to create, express, and interpret information for providing a positive experience for guests and employees. The student is expected to:
 - (A) develop, deliver, and critique presentations;
 - (B) analyze various marketing strategies for a hotel or an available service;
 - (C) demonstrate proper techniques for using telecommunications equipment;
 - (D) interpret verbal and nonverbal cues to enhance communication with individuals such as coworkers, customers, and clients;
 - (E) locate written information used to communicate with individuals such as coworkers and customers;
 - (F) apply active listening skills to obtain and clarify information; and

(G) follow directions and procedures independently.

(3) The student solves problems using critical thinking, innovation, and creativity independently and in teams. The student is expected to:

(A) generate creative ideas to solve problems by brainstorming possible solutions;

(B) employ critical-thinking and interpersonal skills to resolve conflicts with individuals such as coworkers, employers, customers, and clients; and

(C) use principles of budgeting and forecasting to maximize profit and growth.

(4) The student demonstrates an understanding that personal success depends on personal effort. The student is expected to:

(A) demonstrate a proactive understanding of self-responsibility and self-management;

(B) identify and demonstrate positive work behaviors and personal qualities for employability; and

(C) analyze the effects of health and wellness on employee performance.

(5) The student develops principles in time management, decision making, effective communication, and prioritizing. The student is expected to:

(A) apply effective practices for managing time and energy;

(B) implement stress-management techniques;

(C) analyze various steps in the decision-making process; and

(D) analyze the importance of balancing a career, family, and leisure activities.

(6) The student understands the importance of employability skills. The student is expected to:

(A) identify the required training or education requirements that lead to an appropriate industry certification;

(B) comprehend and model skills related to seeking employment;

(C) update a personal career portfolio;

(D) demonstrate proper interview techniques in applying for employment;

(E) complete required employment forms such as I-9, work visa, W-4, and licensures to meet employment requirements;

(F) research the local and regional labor workforce market to determine opportunities for advancement;

(G) investigate professional organizations and development training opportunities to keep current on relevant trends and information within the industry; and

(H) explore entrepreneurship opportunities.

(7) The student understands roles within teams, work units, departments, organizations, and the larger environment of the hotel industry. The student is expected to:

- (A) distinguish among the duties and responsibilities within each department;
- (B) implement quality-control standards and practices;
- (C) compare and contrast full service hotels and limited service properties; and
- (D) compare and contrast chain and franchise hotels, including revenue and support centers.

(8) The student uses information technology tools specific to hotel management to access, manage, integrate, and create information. The student is expected to:

- (A) use information technology tools to manage and perform work responsibilities;
- (B) use technology tools to perform workplace tasks;
- (C) prepare complex multimedia publications;
- (D) demonstrate knowledge and use of point-of-sale systems; and
- (E) evaluate Internet resources for industry information.

(9) The student uses leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives. The student is expected to:

- (A) apply team-building skills;
- (B) apply decision-making and problem-solving skills;
- (C) apply leadership and teamwork qualities in creating a pleasant working atmosphere; and
- (D) participate in community leadership and teamwork opportunities to enhance professional skills.

(10) The student understands the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. The student is expected to:

- (A) assess workplace conditions with regard to safety and health;
- (B) apply safety and sanitation standards common to the workplace;
- (C) analyze potential effects caused by common chemical and hazardous materials;
- (D) demonstrate first aid and cardiopulmonary resuscitation skills;
- (E) research sources of food-borne illness and determine ways to prevent them; and
- (F) comprehend and model professional attire and personal hygiene.

(11) The student knows and understands the importance of professional ethics and legal responsibilities within the hotel industry. The student is expected to:

- (A) demonstrate professional ethical standards; and
- (B) interpret and explain written organizational policies and procedures to help employees perform their jobs.

(12) The student understands the knowledge and skills required for careers in the hotel management industry. The student is expected to:

(A) develop job-specific technical vocabulary;

(B) explain procedures to meet guest needs, including guest registration, rate assignment, room assignment, and determination of payment methods;

(C) determine the functions of meeting and event planning;

(D) evaluate current and emerging technologies to improve guest services; and

(E) understand the importance of check-out procedures to ensure guest satisfaction and verify settlement of account.