



*Hospitality &
Tourism*

Scope and Sequence

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Cluster:	Hospitality and Tourism
Course Name:	§130.223 Hotel Management (One-Half to One Credit)
Course Description:	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.
Course Requirements:	This course is recommended for students in grades 10-12. Recommended prerequisite: Principles of Hospitality and Tourism.
Recommended Equipment:	Students must have access to computers and the Internet.

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
II. Employability Skills			
<p>A. Industry certification</p> <p>B. Job opportunity outlook</p> <p>C. Marketing yourself</p> <p>D. Workplace documents</p> <p>E. Business ownership</p>	<p>(6) The student understands the importance of employability skills.</p>	<p>(A) identify the required training or education requirements that lead to an appropriate industry certification</p> <hr/> <p>(B) comprehend and model skills related to seeking employment</p> <hr/> <p>(C) update a personal career portfolio</p> <hr/> <p>(D) demonstrate proper interview techniques in applying for employment</p> <hr/> <p>(E) complete required employment forms such as I-9, work visa, W-4, and licensures to meet employment requirements</p> <hr/> <p>(F) research the local and regional labor workforce market to determine opportunities for advancement</p> <hr/> <p>(G) investigate professional organizations and development training opportunities to keep current on relevant trends and information within the industry</p> <hr/> <p>(H) explore entrepreneurship opportunities</p>	<ul style="list-style-type: none"> • HSCC • HSCG • HSFL • America's Career InfoNet www.acinet.org/acinet • American Hotel & Lodging Educational Institute www.ahlei.org • Achieve Texas www.achievetexas.org • Labor Market and Career Information www.lmci.state.tx.us • National Research Center for Career and Technical Education www.nccte.org • Small Business Administration www.sba.gov • Texas Workforce Commission www.twc.state.tx.us • U.S. Department of Labor www.dol.gov • U.S. Department of Labor-Occupational Outlook Handbook www.bls.gov/oco

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III. Ethics			
A. Ethical standards B. Organization policies and procedures	(11) The student knows and understands the importance of professional ethics and legal responsibilities within the hotel industry.	(A) demonstrate professional ethical standards (B) interpret and explain written organizational policies and procedures to help employees perform their jobs	<ul style="list-style-type: none"> • HSCC • HSCG • HSFL
IV. Health, Safety, and Environmental Management in the Workplace			
A. Personal hygiene B. Workplace safety C. Sanitation D. Emergency procedures	(10) The student understands the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.	(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	<ul style="list-style-type: none"> • Federal Emergency Management Agency www.fema.gov • Food Safety www.foodsafety.gov • Hazard Analysis and Critical Control Points www.fda.gov/food/foodsafety/hazardanalysiscriticalcontrolpointshaccp/default.htm • Hospitality Educators Association of Texas www.heat-wave.org • Occupational Safety and Health Association www.osha.gov • Partnership for Food Safety Education www.fightbac.org • U.S. Food and Drug Administration www.fda.gov/Food/default.htm • U.S. Food Safety and Inspection Service www.fsis.usda.gov

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V. Introduction to the Hotel Industry			
A. Types of hotels B. Service levels C. Ownership	(7) The student understands roles within teams, work units, departments, organizations, and the larger environment of the hotel industry.	(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 (D) compare and contrast chain and franchise hotels, including revenue and support centers	<ul style="list-style-type: none"> • HSCC • HSCG • HSFL • American Hotel & Lodging Educational Institute www.ahlei.org
VI. Professional Communication Skills			
A. Verbal B. Nonverbal C. Written D. Oral E. Problem solving F. Conflict resolution	(2) The student uses verbal and nonverbal communication skills to create, express, and interpret information for providing a positive experience for guests and employees. (3) The student solves problems using critical thinking, innovation, and creativity independently and in teams.	(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 to obtain and clarify information (G) follow directions and procedures independently (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	<ul style="list-style-type: none"> • HSCC • HSCG • HSFL • American Hotel & Lodging Educational Institute www.ahlei.org

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VII. Guest Services			
<p>A. Service strategies</p> <p>B. Emerging technologies</p>	<p>(12) The student understands the knowledge and skills required for careers in the hotel management industry.</p>	<p>(A) develop job-specific technical vocabulary</p> <p>(B) explain procedures to meet guest needs, including guest registration, rate assignment, room assignment, and determination of payment methods</p> <p>(C) determine the functions of meeting and event planning</p> <p>(D) evaluate current and emerging technologies to improve guest services</p> <p>(E) understand the importance of check-out procedures to ensure guest satisfaction and verify settlement of account</p>	<ul style="list-style-type: none"> • HSCC • HSCG • HSFL • American Hotel & Lodging Educational Institute www.ahlei.org

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VIII. Technology			
<p>A. Application software</p> <p>B. Technological advances</p> <p>C. Marketing strategies</p> <p>D. Business and accounting applications</p>	<p>(1) The student gains academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within the hotel industry.</p> <p>(8) The student uses information technology tools specific to hotel management to access, manage, integrate, and create information.</p> <p>(2) The student uses verbal and nonverbal communication skills to create, express, and interpret information for providing a positive experience for guests and employees.</p> <p>(3) The student solves problems using critical thinking, innovation, and creativity independently and in teams.</p>	<p>(A) organize oral and written information</p> <p>(B) compose a variety of written documents such as an agenda</p> <p>(A) use information technology tools to manage and perform work responsibilities</p> <p>(B) use technology tools to perform workplace tasks</p> <p>(C) prepare complex multimedia publications</p> <p>(D) demonstrate knowledge and use of point-of-sale systems</p> <p>(E) evaluate Internet resources for industry information</p> <p>(A) develop, deliver, and critique presentations</p> <p>(B) analyze various marketing strategies for a hotel or an available service</p> <p>(C) use principles of budgeting and forecasting to maximize profit and growth</p>	<ul style="list-style-type: none"> • HSCC • HSCG • HSFL • Hospitality Net <p>www.hospitalitynet.org/index.html</p>
	<p>(1) The student gains academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within the hotel industry.</p>	<p>(C) calculate correctly using numerical concepts such as percentage and reasonable estimation in practical situations</p>	

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
Resources: Books			
HSCC	Hospitality Services, High School Curriculum Caddy, CEV Multimedia, Ltd., 2004		ISBN: 1569186928
HSCG	Hospitality Services Curriculum Guide, Reference Book, Student Activity, and Tests, Curriculum Center for FCS 2003		www.depts.ttu.edu/hs/ccfcs
HSFL	Hospitality Services: Food and Lodging, Goodheart-Willcox Company, 2004		ISBN: 1590701526
PFDTIG	Personal and Family Development Teacher's Instructional Guide, Curriculum Center for FCS, 2008		www.depts.ttu.edu/hs/ccfcs
Resources: Websites			
America's Career InfoNet	http://www.acinet.org/acinet/		
American Hotel & Lodging Educational Institute	www.ahlei.org		
Achieve Texas	www.achievetexas.org		
Family, Career, and Community Leaders of America - TEXAS	www.texasfcla.org		
Federal Emergency Management Agency	www.fema.gov		
Foodsafety.gov	www.foodsafety.gov		
Hazard Analysis and Critical Control Point	www.fda.gov/food/foodsafety/hazardanalysiscriticalcontrolpointshaccp/default.htm		
Hospitality Educators Association of Texas	www.heat-wave.org		
Hospitality Net	www.hospitalitynet.org		
Labor Market and Career Information	www.lmci.state.tx.us		
National Research Center for Career and Technical Education	www.nccte.org		
Occupational Safety and Health Association	www.osha.gov		
Partnership for Food Safety Education	www.fightbac.org		
SkillsUSA	www.skillsusatx.org		
Small Business Administration	www.sba.gov		
Texas Workforce Commission	www.twc.state.tx.us		
U.S. Department of Labor	www.dol.gov		

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U.S. Department of Labor- Occupational Outlook Handbook	www.bls.gov/oco		
U.S. Food and Drug Administration	www.fda.gov/Food/default.htm		
U.S. Food Safety and Inspection Service	www.fsis.usda.gov		