

Practicum in Hospitality Services

Career and Technical Education Program Skills Inventory

Course Rationale:

A unique practicum experience provides opportunities for students to participate in a learning experience that combines classroom instruction with actual business and industry career experiences. Practicum in Hospitality Services integrates academic and career and technical education; provides more interdisciplinary instruction; and supports strong partnerships among schools, businesses, and community institutions with the goal of preparing students with a variety of skills in a fast-changing workplace.

Students are taught employability skills, which include job-specific skills applicable to their training plan, job interview techniques, communication skills, financial and budget activities, human relations, a portfolio development. Practicum in Hospitality Services is relevant and rigorous, supports student attainment of academic and technical standards, and effectively prepares students for college and career success.

Directions:

Evaluate the student by checking the appropriate number or letter to indicate the degree of competency. The rating for each task should reflect **employability readiness** rather than the grades given in class.

Rating Scale:

- 3 Mastered** – can work independently with no supervision
- 2 Requires Supervision** – can perform job completely with limited supervision
- 1 Not Mastered** – requires instruction and close supervision
- N No Exposure** – no experience or knowledge in this area

3	2	1	N	Employability Skills	Notes:
				(1) The student uses employability skills to gain an entry-level job in a high-skill, high-wage, or high-demand field. The student is expected to:	
				(A) identify employment opportunities	
				(B) demonstrate the application of essential workplace skills in the career acquisition process	
				(C) complete employment-related documents such as job applications and I-9 and W-4 forms	
				(D) demonstrate proper interview techniques in various situations	

				(E) demonstrate verbal, nonverbal, written, and electronic communication skills	
				(F) apply effective listening skills used in the workplace	

3	2	1	N	Skills	Notes:
				(2) The student develops skills for success in the workplace. The student is expected to:	
				(A) comprehend and model appropriate grooming and appearance for the workplace	
				(B) demonstrate dependability, punctuality, and initiative	
				(C) develop positive interpersonal skills, including respect for diversity	
				(D) demonstrate appropriate business and personal etiquette in the workplace	
				(E) exhibit productive work habits, ethical practices, and a positive attitude	
				(F) demonstrate knowledge of personal and occupational safety practices in the workplace	
				(G) demonstrate the ability to work with the other employees to support the organization and complete assigned tasks	
				(H) prioritize work to fulfill responsibilities and meet deadlines	
				(I) evaluate the relationship of good physical and mental health to job success and personal achievement	

3	2	1	N	Work Ethics	Notes:
				(3) The student applies work ethics, employer expectations, interaction with diverse populations, and communication skills in the workplace. The student is expected to:	
				(A) illustrate how personal integrity affects human relations on the job	

				(B) demonstrate characteristics of successful working relationships such as teamwork, conflict resolution, self-control, and the ability to accept criticism	
				(C) analyze employer expectations	
				(D) demonstrate respect for the rights of others	
				(E) demonstrate ethical standards	
				(F) comply with organizational policies and procedures	

3	2	1	N	Academics	Notes:
				(4) The student applies academics with career readiness skills. The student is expected to:	
				(A) apply mathematical skills to business transactions	
				(B) develop a personal budget based on career choice	
				(C) interpret data from documents such as tables, charts, and graphs to estimate and find solutions to problems	
				(D) organize and compose workplace documents	

3	2	1	N	Ethics and Legal Responsibilities	Notes:
				(5) The student applies ethical behavior standards and legal responsibilities within the workplace. The student is expected to:	
				(A) research and compare published workplace policies	
				(B) apply responsible and ethical behavior	
				(C) summarize provisions of the Fair Labor Standards act	
				(D) describe the consequences of breach of confidentiality	
				(E) research laws related to different hospitality	

				services professions	
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3	2	1	N	Self-development and Interpersonal Skills	Notes:
				(6) The student applies the use of self-development techniques and interpersonal skills to accomplish objectives. The student is expected to:	
				(A) identify and practice effective interpersonal and team-building skills involving situations with coworkers, managers, and customers	
				(B) apply leadership and career development skills through participation in activities such as career and technical student organizations	

3	2	1	N	Safety	Notes:
				(7) The student uses concepts and skills related to safety in the workplace. The student is expected to:	
				(A) identify and apply safe working practices	
				(B) solve problems related to unsafe work practices and attitudes	
				(C) explain Occupational Safety and Health Administration regulations in the workplace	
				(D) analyze health and wellness practices that influence job performance	

3	2	1	N	Personal Attitudes and Work Habits	Notes:
				(8) The student evaluates personal attitudes and work habits that support career retention and advancement. The student is expected to:	
				(A) analyze the future employment outlook in the occupational area	
				(B) describe entrepreneurial opportunities in the hospitality services area	
				(C) compare rewards and demands for various levels of employment in the area of hospitality services	

				(D) evaluate strategies for career retention and advancement in response to the changing global workplace	
				(E) summarize the rights and responsibilities of employers and employees	
				(F) determine effective money management and financial planning techniques	

3	2	1	N	Skills and Attributes	Notes:
				(9) The student identifies skills and attributes necessary for professional advancement. The student is expected to:	
				(A) evaluate employment options, including salaries and benefits	
				(B) determine factors that affect career choices such as personal interests, abilities, priorities, and family responsibilities	
				(C) determine continuing education opportunities that enhance career advancement and promote lifelong learning	
				(D) demonstrate effective methods to secure, maintain, and terminate employment	

3	2	1	N		Notes:
				(10) The student understands roles within teams, work units, departments, organizations, and the larger environment of the hospitality services industry. The student is expected to:	
				(A) explain the different types and functions of departments	
				(B) performed duties in each of the departments of the hotel or tourism venue	
				(C) compare and contrast full service hotels and limited service properties	
				(D) analyze the differences between chain and franchise hotels	
				(E) explore the job duties and travel and tourism,	

				recreation, and amusement and attraction venues	
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3	2	1	N	Careers in Hotel Management	Notes:
				(11) 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 technical procedures needed to meet guest needs such as registration, rate assignment, room assignment, and determination of payment methods	
				(C) apply the fundamentals of planning meetings and events	
				(D) evaluate current and emerging technologies to improve guest services	
				(E) determine the correct procedures for check-out, bill payment, and settlement of accounts to ensure guest satisfaction	

3	2	1	N	Documentation	Notes:
				(12) The student documents technical knowledge and skills the student is expected to:	
				(A) complete a professional career portfolio to include: <ul style="list-style-type: none"> (i) an updated resume (ii) official documentation of attainment of technical skill competencies, licensures or certifications (iii) recognitions, awards, and scholarships (iv) community service hours (v) student organization participation (vi) practicum supervisor evaluations 	
				(B) present the professional career portfolio to interested stakeholders	