



Scope and Sequence

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Cluster:	Hospitality and Tourism
Course Name:	§130.228 Hospitality Services (One to Two Credits)
Course Description:	Hospitality Services provides students with the academic and technical preparation to pursue high-demand and high-skill careers in hospitality related industries. The knowledge and skills are acquired within a sequential, standards-based program that integrates hands-on and project-based instruction. Standards included in the Hospitality Services course are designed to prepare students for nationally recognized industry certifications, postsecondary education, and entry-level careers. In addition, Hospitality Services is designed so that performance standards meet employer expectations, enhancing the employability of students. Instruction may be delivered through laboratory training or through internships, mentoring, or job shadowing. 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 11-12. Recommended prerequisite: Hotel Management, Travel and Tourism Management, or Restaurant Management.
Recommended Equipment	Students must have access to computers and the Internet and access to industry sites

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
I. World of Hospitality			
A. What is hospitality? B. Role of travel C. Trends: past, present and future	(1) The student gains additional academic knowledge and skills required to pursue the full range of career and postsecondary educational opportunities within the hospitality services industry.	(A) apply advanced reading, writing, and mathematical skills necessary to perform job tasks in the hospitality industry (B) explain the effects that supply and demand have on the hospitality industry	<ul style="list-style-type: none"> • HSCC • HSCG – Ch. 2-3 • HSFL – Ch. 1, 3 • Hospitality Net www.hospitalitynet.org/index.html <ul style="list-style-type: none"> • U.S. Department of Labor Employment & Training Administration www.doleta.gov/brg/Indprof/Hospitality.cfm
II. Overview of the Lodging Industry			
A. Types of lodging businesses B. Levels of service C. Ownership and management	(1) The student gains additional academic knowledge and skills required to pursue the full range of career and postsecondary educational opportunities within the hospitality services industry. (3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. (5) The student uses information technology tools specific to hospitality service careers to access, manage, integrate, and create information.	(A) apply advanced reading, writing, and mathematical skills necessary to perform job tasks in the hospitality industry (I) describe the types of facility ownership and determine the advantages and disadvantages for each (B) research website information on hospitality service operations	<ul style="list-style-type: none"> • HSCC • HSCG – Ch. 1, 9, 14 • HSFL – Ch. 10 • Cornell University School of Hotel Administration www.hotelschool.cornell.edu/research/library/tools/links/categories.html?id=6&name=Lodging+Industry

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
III. Hotel Department Organization			
<p>A. Organizational chart</p> <p>B. Overview of management positions</p> <p>C. Department descriptions</p> <p>D. Job descriptions</p> <p>E. Front and back of the house</p>	<p>(1) The student gains additional academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within the hospitality services industry.</p> <p>(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry.</p>	<p>(A) apply advanced reading, writing, and mathematical skills necessary to perform job tasks in the hospitality industry</p> <p>(M) use organizational charts to analyze workplace operations</p> <p>(N) research the major duties and qualifications for hospitality managerial positions</p> <p>(O) review the functions, skills, and tasks of essential departments within a hospitality operation</p>	<ul style="list-style-type: none"> • HSCC • HSCG – Ch. 5, 7 • HSFL – Ch. 15

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
IV. Customer Relations and Quality Service			
A. Importance of quality service B. Communication C. Critical moments of service D. Teamwork E. Handling customer complaints F. Guest comment feedback G. Cultural and special needs differences	(1) The student gains additional academic knowledge and skills required to pursue the full range of career and postsecondary educational opportunities within the hospitality services industry. (2) The student uses listening, oral, written, and media communication skills in creating, expressing, and interpreting information and ideas, including technical terminology and information.	(A) apply advanced reading, writing, and mathematical skills necessary to perform job tasks in the hospitality industry (F) examine cultural differences of other areas, regions, and countries (A) interpret verbal and nonverbal communication (B) recognize and respond to guest needs (D) exhibit public relations skills (E) apply alternate communication services to assist customers with specialized needs	<ul style="list-style-type: none"> • HSCC • HSCG – Ch. 5, 13 • HSFL – Ch. 2, 23 • Hospitality Net www.hospitalitynet.org/index.html
	(4) The student examines and reviews ethical and legal responsibilities related to guests, employees, and conduct within the establishment to maintain high industry standards.	(A) formulate improvements for customer service from guest comments	
	(5) The student uses information technology tools specific to hospitality service careers to access, manage, integrate, and create information.	(C) evaluate current and emerging technologies provided by the hospitality industry to improve guest service	
	(6) The student applies leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives.	(A) model qualities in employee retention by creating a pleasant working atmosphere for staff members (B) formulate staff training plans to create an effective working team (C) apply conflict-management skills to facilitate solutions	
	(7) The student solves problems using critical-thinking skills independently and in teams.	(C) devise strategies for maximizing customer satisfaction (D) resolve unexpected situations	

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
V. Front Office			
A. Room division B. Front desk C. Reservations D. Uniformed services E. Telecommunications F. Guest cycle	(1) The student gains additional academic knowledge and skills required to pursue the full range of career and postsecondary educational opportunities within the hospitality services industry.	(A) apply advanced reading, writing, and mathematical skills necessary to perform job tasks in the hospitality industry	<ul style="list-style-type: none"> • HSCC • HSCG – Ch. 19 • HSFL – Ch. 11 • Hospitality Net www.hospitalitynet.org/index.html • National Fire Protection Association www.nfpa.org
(2) The student uses listening, oral, written, and media communication skills in creating, expressing, and interpreting information and ideas, including technical terminology and information.	(A) interpret verbal and nonverbal communication	(B) recognize and respond to guest needs	
(5) The student uses information technology tools specific to hospitality service careers to access, manage, integrate, and create information.	(A) examine types of technology used to manage hospitality service operations	(C) outline procedures for processing messages	
(8) The student reviews the importance of health, safety, and environmental management systems in organizations and their importance to organization performance and regulatory compliance.	(C) explain how key control procedures protect guests and minimize risks	(D) explain how cash control procedures are used to protect funds	
(9) The student understands roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.	(M) use guidelines for access control to determine guest and group admission procedures	(N) apply traffic control procedures to facilitate movement of people and vehicles	
		(E) explain how guests and property are protected to minimize losses or liabilities	

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
	(11) The student uses technological knowledge and skills required to pursue careers in hotel services.	<p>(A) describe the necessary information collected during the registration process to correctly register guests</p> <p>(B) explain how room rates are established with arriving guests to assign the appropriate rate</p> <p>(C) explain how availability, room status, and other standard operating guidelines are used to assign rooms to arriving guests</p> <p>(D) explain how methods of payment are established with arriving guests to clarify payment procedures</p> <p>(E) explain how a hotel's computer system is used to create guest accounts</p> <p>(F) summarize correct check-out procedures to prevent oversights or errors</p> <p>(G) examine the account settlement procedures on different types of payment</p>	

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
VI. Housekeeping			
A. Cleanliness B. Guest rooms C. Public areas D. Laundry	(1) The student gains additional academic knowledge and skills required to pursue the full range of career and postsecondary educational opportunities within the hospitality services industry.	(A) apply advanced reading, writing, and mathematical skills necessary to perform job tasks in the hospitality industry	<ul style="list-style-type: none"> • HSCC • HSCG – Ch.19 • HSFL – Ch. 12 • Hospitality Net www.hospitalitynet.org/index.html
E. Contract services	(9) The student understands roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.	(F) summarize the importance of housekeeping standards to assure guest satisfaction	
		(G) prepare a staffing guide to schedule various staff positions to assure guest satisfaction	
		(H) investigate how operations manage inventories to maintain adequate quantities of recycled and non-recycled items	
		(I) explain how a status report is used to ensure housekeeping standards	
		(J) outline the factors to consider when determining the size of an inventory purchase to maintain desired quantities based on varying occupancy levels	

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
VII. Human Resources			
<p>A. Recruitment</p> <p>B. Compensation and benefits</p> <p>C. Policies and procedures</p> <p>D. Performance management</p> <p>E. Training and development</p> <p>F. Employment law compliance</p>	<p>(1) The student gains additional academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within the hospitality services industry.</p> <p>(2) The student uses listening, oral, written, and media communication skills in creating, expressing, and interpreting information and ideas, including technical terminology and information.</p> <p>(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry.</p> <p>(4) The student examines and reviews ethical and legal responsibilities related to guests, employees, and conduct within the establishment to maintain high industry standards.</p>	<p>(A) apply advanced reading, writing, and mathematical skills necessary to perform job tasks in the hospitality industry</p> <p>(A) interpret verbal and nonverbal communication</p> <p>(C) manage work responsibilities and life responsibilities</p> <p>(F) explain what is needed to achieve job advancement</p> <p>(L) develop written organizational policies to ensure successful hospitality operations, guest satisfaction, and employee success</p> <p>(N) research the major duties and qualifications for hospitality managerial positions</p> <p>(B) examine laws regarding hiring, harassment, and safety issues</p> <p>(C) determine legal responsibilities and employer policies</p> <p>(D) analyze ethical considerations</p>	<ul style="list-style-type: none"> • HSCC • HSCG – Ch. 10 • HSFL – Ch. 17 • Hospitality Net www.hospitalitynet.org/index.html • O*Net Online www.online.onetcenter.org • U.S. Department of Labor-Occupational Outlook Handbook www.bls.gov/oco

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
VIII. Marketing and Sales			
A. The 4 P's B. Marketing plan C. Promotion methods D. Sales E. Event planning F. Catering	(1) The student gains additional academic knowledge and skills required to pursue the full range of career and postsecondary educational opportunities within the hospitality services industry. (2) The student uses listening, oral, written, and media communication skills in creating, expressing, and interpreting information and ideas, including technical terminology and information. (7) The student solves problems using critical-thinking skills independently and in teams. (9) The student understands roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.	(A) apply advanced reading, writing, and mathematical skills necessary to perform job tasks in the hospitality industry (C) develop marketing techniques (D) exhibit public relations skills (A) manage profitability by implementing effective marketing strategies (B) develop promotional packages (K) describe feasible collaboration with other industries to provide an inclusive product to the customer (L) compare venues and the unique organizational structure of various operating units (O) evaluate maintenance issues to determine if special training of personnel is required (P) research ideas needed to develop programs and products unique to each venue	<ul style="list-style-type: none"> • HSCC • HSCG – Ch. 12, 15, 20 • HSFL – Ch. 18 • Hospitality Net www.hospitalitynet.org/index.html

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
IX. Food and Beverage Industry			
A. Types of food service businesses B. Functions of food service C. Types of menus D. Food production E. Food presentation F. Front of the house functions and staff G. Back of the house functions and staff H. Purchasing and receiving I. Banquets J. Room service K. Beverage department	(1) The student gains additional academic knowledge and skills required to pursue the full range of career and postsecondary educational opportunities within the hospitality services industry. (9) The student understands roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. (10) The student uses technological knowledge and skills required to pursue careers in food service.	(A) apply advanced reading, writing, and mathematical skills necessary to perform job tasks in the hospitality industry (C) develop marketing techniques (A) implement a set of operating procedures to comply with company requirements (B) evaluate prepared foods for quality and presentation to set quality standards in accordance with company standards (C) practice basic nutrition skills by planning, preparing, and presenting quality foods (D) evaluate types of kitchen equipment to match equipment with correct cooking methodology (E) use detailed processes to provide customer service in accordance with company policy (A) use technology to develop a set of operating procedures to comply with company requirements (B) analyze prepared foods for quality and presentation according to company standards (C) provide customer service by following appropriate industry standards	<ul style="list-style-type: none"> • HSCC • HSCG – Ch. 21-29 • HSFL – Ch. 4-8 • American Beverage Association www.ameribev.org • American Culinary Federation www.acfchefs.org • Food Marketing Institute www.fmi.org • National Restaurant Association www.restaurant.org

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
X. Food Safety and Sanitation			
<p>A. Sources of foodborne illness</p> <p>B. Preventing foodborne illness</p> <p>C. Government regulations</p> <p>D. HACCP</p>	<p>(1) The student gains additional academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within the hospitality services industry.</p>	<p>(A) apply advanced reading, writing, and mathematical skills necessary to perform job tasks in the hospitality industry</p>	<ul style="list-style-type: none"> • HSCC • HSCG – Ch. 24 • HSFL – Ch. 9 • Food Safety www.foodsafety.org • Hazard Analysis and Critical Control Point <p>www.fda.gov/Food/FoodSafety/HazardAnalysisCriticalControlPointsHACCP/default.htm</p> <ul style="list-style-type: none"> • Occupational Safety and Health Administration www.osha.gov • U.S. Food and Drug Administration www.fda.gov/Food/default.htm • U.S. Food Safety and Inspection Service www.fsis.usda.gov
<p>(8) The student reviews the importance of health, safety, and environmental management systems in organizations and their importance to organization performance and regulatory compliance.</p>	<p>(A) determine local safety and sanitation requirements</p>		
<p>(9) The student understands roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.</p>	<p>(A) implement a set of operating procedures to comply with company requirements</p>		

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
XI. Security			
A. Guest security B. Structural security C. Employee security	(1) The student gains additional academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within the hospitality services industry.	(A) apply advanced reading, writing, and mathematical skills necessary to perform job tasks in the hospitality industry	<ul style="list-style-type: none"> • HSCC • HSCG – Ch. 17 • HSFL – Ch. 13 • Hospitality Net www.hospitalitynet.org/index.html
D. Role of employees	(8) The student reviews the importance of health, safety, and environmental management systems in organizations and their importance to organization performance and regulatory compliance.	(A) determine local safety and sanitation requirements	
E. Prevention of monetary loss		(B) determine solutions to emergency situations	
		(C) explain how key control procedures protect guests and minimize risks	
		(D) explain how cash control procedures are used to protect funds	
		(E) explain how guests and property are protected to minimize losses or liabilities	
		(F) outline safety and security issues for individuals and groups in multiple environments to minimize risks	
		(G) recognize potential, real, and perceived natural, social, or terrorism emergency situations in order to respond appropriately	
		(J) determine sources of assistance to use in emergency situations, including self, coworkers, customers, and guests	
(K) examine safety and security information relevant to the venue			

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
XII. Safety and Emergency Procedures			
<p>A. Safety regulations</p> <p>B. Accident prevention</p> <p>C. Emergency planning</p> <p>D. Types of emergencies</p>	<p>(8) The student reviews the importance of health, safety, and environmental management systems in organizations and their importance to organization performance and regulatory compliance.</p>	<p>(A) determine local safety and sanitation requirements</p> <p>(B) determine solutions to emergency situations</p> <p>(F) outline safety and security issues for individuals and groups in multiple environments to minimize risks</p> <p>(G) recognize potential, real, and perceived natural, social, or terrorism emergency situations in order to respond appropriately</p> <p>J) determine sources of assistance to use in emergency situations, including self, coworkers, customers, and guests</p> <p>(K) examine safety and security information relevant to the venue</p>	<ul style="list-style-type: none"> • HSCC • HSCG – Ch. 11 • HSFL – Ch.20 • Federal Emergency Management Agency www.fema.gov • Occupational Safety and Health Administration www.osha.gov

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
XIII. Engineering			
A. Functions of engineering B. Building and equipment C. Grounds maintenance	(8) The student reviews the importance of health, safety, and environmental management systems in organizations and their importance to organization performance and regulatory compliance.	(H) examine equipment safety, functionality, and durability to protect guests and minimize replacement costs (I) evaluate methods for equipment maintenance and repair to minimize down time	<ul style="list-style-type: none"> • HSCC • HSFL – Ch. 14 • HSCG – Ch.18
XIV. Law and Ethics			
A. Laws and regulations B. Licenses and inspections C. Liability issues D. Ethical issues	(1) The student gains additional academic knowledge and skills required to pursue the full range of career and postsecondary educational opportunities within the hospitality services industry. (4) The student examines and reviews ethical and legal responsibilities related to guests, employees, and conduct within the establishment to maintain high industry standards.	(A) apply advanced reading, writing, and mathematical skills necessary to perform job tasks in the hospitality industry D) analyze ethical considerations	<ul style="list-style-type: none"> • HSCC • HSCG – Ch. 32 • HSFL – Ch. 21

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
XV. Career Development and Employability Skills			
<p>A. Advantages of the hospitality industry</p> <p>B. Challenges of the hospitality industry</p> <p>C. Hospitality careers</p> <p>D. Preparing for a hospitality career</p> <p>E. Personal inventory</p> <p>F. Balancing multiple roles</p> <p>G. Job search skills</p> <p>H. On-the-job skills</p> <p>I. Advancement skills</p> <p>J. Professional organizations</p>	<p>(1) The student gains additional academic knowledge and skills required to pursue the full range of career and postsecondary educational opportunities within the hospitality services industry.</p> <p>(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry.</p>	<p>(A) apply advanced reading, writing, and mathematical skills necessary to perform job tasks in the hospitality industry</p> <p>(B) explain the effects that supply and demand have on the hospitality industry</p> <p>(A) outline a plan for an effective job search</p> <p>(B) demonstrate flexibility to learn new knowledge and skills</p> <p>(C) manage work responsibilities and life responsibilities</p> <p>(D) update a personal career portfolio</p> <p>(E) evaluate personal skills that may determine individual potential for growth within the hospitality industry</p> <p>(F) explain what is needed to achieve job advancement</p> <p>G) understand the role of professional organizations or industry associations</p> <p>(H) examine the procedures in maintaining licensure, certification, or credentials for a chosen occupation</p> <p>(J) analyze future employment outlooks</p> <p>(K) demonstrate appropriate business and personal etiquette</p>	<ul style="list-style-type: none"> • HSCC • HSCG – Ch. 5 • HSFL – Ch.1, 22-23 • America's Career InfoNet www.acinet.org/acinet • Achieve Texas www.achievetexas.org • Labor Market Career Information www.lmci.state.tx.us • National Research Center for Career and Technical Education www.nccte.org • O*Net Online www.online.onetcenter.org • Texas Workforce Commission www.twc.state.tx.us • U.S. Department of Labor-Occupational Outlook Handbook www.bls.gov/oco

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
XVI. Entrepreneurship			
<p>A. Forms of ownership</p> <p>B. Business plan</p> <p>C. Resources for entrepreneurs</p>	<p>(1) The student gains additional academic knowledge and skills required to pursue the full range of career and postsecondary educational opportunities within the hospitality services industry.</p> <p>(2) The student uses listening, oral, written, and media communication skills in creating, expressing, and interpreting information and ideas, including technical terminology and information.</p> <p>(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry.</p> <p>(7) The student solves problems using critical-thinking skills independently and in teams.</p>	<p>(A) apply advanced reading, writing, and mathematical skills necessary to perform job tasks in the hospitality industry</p> <p>(F) design and present a marketing tool to promote a hospitality product that may contribute to the local economy</p> <p>(I) describe the types of facility ownership and determine the advantages and disadvantages for each</p> <p>(E) create a business plan to examine employment opportunities in entrepreneurship</p>	<ul style="list-style-type: none"> • HSCC • HSCG – Ch.8 • HSFL – Ch. 24 • California Business Portal www.sos.ca.gov/business/be • Small Business Administration www.sba.gov

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
XVII. Technology			
<p>A. Technology in the hospitality industry</p> <p>B. Internet research</p> <p>C. Website comparison</p> <p>D. Technology etiquette</p> <p>E. Technology trends</p>	<p>(1) The student gains additional academic knowledge and skills required to pursue the full range of career and postsecondary educational opportunities within the hospitality services industry.</p> <p>(2) The student uses listening, oral, written, and media communication skills in creating, expressing, and interpreting information and ideas, including technical terminology and information.</p> <p>(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry.</p> <p>(5) The student uses information technology tools specific to hospitality service careers to access, manage, integrate, and create information.</p> <p>(10) The student uses technological knowledge and skills required to pursue careers in food service.</p>	<p>A) apply advanced reading, writing, and mathematical skills necessary to perform job tasks in the hospitality industry</p> <p>(E) gather information from domestic and international sources using tools such as the Internet and maps to plan travel to other countries</p> <p>(F) design and present a marketing tool to promote a hospitality product that may contribute to the local economy</p> <p>(B) demonstrate flexibility to learn new knowledge and skills</p> <p>(A) examine types of technology used to manage hospitality service operations</p> <p>B) research website information on hospitality service operations</p> <p>(C) evaluate current and emerging technologies provided by the hospitality industry to improve guest service</p> <p>(A) use technology to develop a set of operating procedures to comply with company requirements</p>	<ul style="list-style-type: none"> • HSCC • HSCG – Ch.4 • HSFL – Ch. 16 • Hospitality Net <p>www.hospitalitynet.org/index.html</p>

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
XVIII. Tourism			
<p>A. What is tourism?</p> <p>B. Domestic destinations</p> <p>C. International destinations</p> <p>D. Careers in the tourism industry</p>	<p>(1) The student gains additional academic knowledge and skills required to pursue the full range of career and postsecondary educational opportunities within the hospitality services industry.</p> <p>(2) The student uses listening, oral, written, and media communication skills in creating, expressing, and interpreting information and ideas, including technical terminology and information.</p>	<p>(A) apply advanced reading, writing, and mathematical skills necessary to perform job tasks in the hospitality industry</p> <p>(D) apply multiple time zones, climate, and seasons to create travel products</p> <p>(E) gather information from domestic and international sources using tools such as the Internet and maps to plan travel to other countries</p> <p>(F) examine cultural differences of other areas, regions, and countries</p> <p>(F) design and present a marketing tool to promote a hospitality product that may contribute to the local economy</p>	<ul style="list-style-type: none"> • O*Net Online www.online.onetcenter.org • USA.gov International Travel www.usa.gov/Citizen/Topics/Travel/International.shtml • USA.gov Travel & Recreation www.usa.gov/Citizen/Topics/Travel/Recreation.shtml

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	(5) The student uses information technology tools specific to hospitality service careers to access, manage, integrate, and create information.	(B) research website information on hospitality service operations				
	(12) The student uses technological knowledge and skills required to pursue careers in travel and tourism.	(A) develop technical vocabulary to enhance customer service				
		(B) compare and contrast diverse transportation and lodging options to increase customer choices				
		(C) examine elements of a dining experience expected to satisfy guests at varied facilities such as a boardwalk vendor, cruise ship, chain restaurant, and a five-star dining facility				
		(D) integrate various and diverse elements of the travel and tourism industry to create a personalized travel experience for a customer				
(E) evaluate and compare services and products from related industries						

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
Resources: Websites			
American Beverage Association	www.ameribev.org		
American Culinary Federation	www.acfchefs.org		
America's Career InfoNet	www.acinet.org/acinet		
Achieve Texas	www.achievetexas.org		
California Business Portal	www.sos.ca.gov/business/be		
Cornell University School of Hotel Administration	http://www.hotelschool.cornell.edu/research/library/tools/links/categories.html?id=6&name=Lodging+Industry		
Federal Emergency Management	www.fema.gov		
Food Marketing Institute	www.fmi.org		
Food Safety	www.foodsafety.gov		
Hazard Analysis and Critical Control Point	http://www.fda.gov/Food/FoodSafety/HazardAnalysisCriticalControlPointsHACCP/default.htm		
Hospitality Net	www.hospitalitynet.org/index.html		
Labor Market and Career Information	www.lmci.state.tx.us		
National Fire Protection Association	www.nfpa.org		
National Restaurant Association	www.restaurant.org		
National Research Center for Career and Technical Education	www.nccte.org		
O*Net Online	www.online.onetcenter.org		
Occupational Safety and Health Administration	www.osha.gov		
Small Business Administration	www.sba.gov		
Texas Workforce Commission	www.twc.state.tx.us		
U.S. Department of Labor	www.doleta.gov/brq/Indprof/Hospitality.cfm		
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		
USA.gov International Travel	http://www.usa.gov/Citizen/Topics/Travel/International.shtml		

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USA.gov Travel & Recreation	http://www.usa.gov/Citizen/Topics/Travel/Recreation.shtml		