



Hospitality and Tourism

Pathway: Lodging

Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
HTPB01.01	Communications	#8: Customer Service and Guest Relations	Examine the uses of various types of telecommunications equipment found at lodging facilities to optimize guest service.	Achieve a familiarity with telecommunications equipment to manage calls.	Demonstrate use of a PBX system.
					Describe the functions of a call accounting system.
					Describe the functions of automatic call dispensing and automatic call detection features.
				Evaluate telephone and facsimile resources to facilitate optimum guest service.	Detail the types of incoming calls.
					Outline procedures for processing messages for guests.
					Outline how faxes for guests are handled by lodging staff.
					Describe how wake-up calls are delivered through the telecommunication system.
				Evaluate current and emerging technological services provided by lodging facilities to improve guest service.	Explain how current voice mail systems meet guest needs.
					Explain how current personal digital assistants (PDAs) meet guest needs.
					Explain how current internet services meet guest needs.
					Explain how TDD systems meet the needs of disabled guests.
					Explain how emerging technology for telecommunications services enhance the guest experience.



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HTPB02.01	Systems	#3: Hospitality/Lodging Services #10: Room and Housekeeping Management	Summarize the importance of housekeeping standards to assure guest satisfaction.	Identify housekeeping's major areas of cleaning responsibilities to meet industry standards.	Identify the main functions of guestroom cleaning.
					Identify the main functions of public area cleaning.
					Identify the main functions of back-of-house cleaning.
				Explain the use of frequency schedules to maintain cleaning standards.	Identify the main functions of cleaning other facility areas.
					Explain how frequency schedules are determined for guestroom cleaning.
					Explain how frequency schedules are determined for public area cleaning.
				Summarize how standards are used to guide housekeeping personnel.	Explain how frequency schedules are determined for other areas of facility.
					Identify criteria for guestroom cleaning.
					Identify criteria for public area cleaning.
				Summarize how productivity standards are used to guide cleaning personnel in time-based tasks.	Identify criteria for back-of-house cleaning.
					Identify criteria for cleaning other areas of facility.
					Estimate time for cleaning guest rooms.
	Estimate time for cleaning public and recreation areas.				
	Estimate time for cleaning management office, back-of-house and other areas as appropriate.				



Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
HTPB02.02	Systems	#8: Customer Service and Guest Relations	Prepare a staffing guide to schedule various staff positions to assure guest satisfaction.	Distinguish between fixed and variable staff positions to develop work schedules.	Define fixed labor as it applies to housekeeping.
					Define variable labor as it applies to housekeeping.
				Set staffing schedules based on required labor hours and occupancy levels to balance labor costs and occupancy.	Determine labor hours required for each level of occupancy.
					Determine number of employees to schedule at each level of occupancy.
					Calculate estimated labor expenses at each level of occupancy.
Create work schedules for housekeeping staff.					
HTPB02.03	Systems	#8: Customer Service and Guest Relations	Explain how Operations manages inventories to maintain adequate quantities of both recycled and non-recycled items.	Distinguish recycled inventories from non-recycled inventories to create minimum/maximum levels of each type.	Distinguish recycled inventories from non-recycled inventories.
					Establish par levels for recycled inventories such as linens, uniforms, and guest loan items.
					Explain how non-recycled inventories are maintained by establishing order points based on minimum/maximum quantities.
				Explain the steps involved with taking a physical inventory to maintain accurate counts.	Identify all areas where items are used and stored.
					Develop an inventory record to maintain current and accurate counts.



Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria	
HTPB02.04	Systems	#10: Room and Housekeeping Management	Outline the factors to consider when determining the size of an annual linen purchase to maintain desired quantities based on varying occupancy levels.	Review inventories and records to determine quantity to order.	Review linen inventory records.	
					Review linen discard records and discard policy.	
					Calculate number of linens need for full occupancy.	
HTPB02.05	Systems	#10: Room and Housekeeping Management	Explain how a status report is used to ensure housekeeping standards.	Use a room status report to assign guestrooms for cleaning.	Locate vacated guest rooms on status report.	
					Divide number of rooms among staff.	
					Inform staff of priority of cleaning rooms.	
HTPB03.01	Employability and Career Development	#4: Hospitality/Lodging Management	Research the major duties and qualifications for managerial positions common to back-of-house operations in many types of lodging operations to create a menu of career opportunities.	Examine the characteristics for chief engineers, food and beverage managers, controllers, and information technology managers to facilitate selection of career choices.	List three qualifications for each position.	
					Describe the major duties for each position.	
					Study supervisory positions in lodging to learn the characteristics of jobs at this level.	Detail three supervisory jobs in lodging.
					List three qualifications of each supervisory level job.	
					Study managerial positions in lodging to learn the characteristics of jobs at this level.	Detail three managerial positions in lodging.
List three qualifications for each managerial job.						



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HTPB03.02	Employability and Career Development	#4: Hospitality/Lodging Management	Research the major duties and qualifications for managerial positions common to front end operations in many lodging operations to create a menu of career opportunities.	Examine the characteristics for general, catering, human resource, marketing, sales and resident managers to facilitate selection of career choices.	List three qualifications for each type of manager.
					Describe the major duties for each type of manager.
HTPB03.03	Employability and Career Development	#3: Hospitality/Lodging Services	Compare entry-level, skilled level, and managerial positions in the lodging industry to gain awareness of the qualifications and skills required for career opportunities.	Study entry-level jobs in lodging to learn the characteristics of jobs at this level.	Detail three entry-level jobs in lodging.
					List three qualifications for each entry-level job.
				Study supervisory positions in lodging to learn the characteristics of jobs at this level.	Detail three supervisory jobs in lodging.
					List three qualifications for each supervisory level job.
Study managerial positions in lodging to learn the characteristics of jobs at this level.	Detail three managerial positions in lodging.				
	List three qualifications for each managerial job.				



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HTPB03.04	Employability and Career Development	#4: Hospitality/Lodging Management	Review independently owned and chain-affiliated lodging facilities to compare and illustrate the advantages and disadvantages of each.	Examine an independently owned lodging facility to distinguish it from other types of lodging.	List three advantages of an independently owned facility.
					List three disadvantages to an independently owned lodging facility.
					Explain the use of referrals among independently owned facilities.
				Examine a chain-affiliated lodging facility to distinguish it from other types of lodging.	List three advantages of a chain affiliated facility.
					List three disadvantages to a chain-affiliated lodging facility.
					Explain the relationship of owners to management companies.
HTPB03.05	Employability and Career Development	#4: Hospitality/Lodging Management	Analyze the functions performed by different divisions and departments within a lodging operation to visualize the interaction of all areas.	Review the functions of essential departments within a lodging operation to appreciate the skills and tasks required for each area.	Examine the functions of the rooms division.
					Detail the functions of food and beverage division.
					Study the functions of the engineering and maintenance department.
					Describe the functions of the marketing and sales division.
					Detail the functions of the accounting department.
					Describe the functions of the human resource office.
					Review the functions of the security department.



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			(CONTINUED)	Review the functions within the food and beverage department of a lodging operation to appreciate the skills and tasks required for each area.	Detail the functions of the restaurant(s).
				Detail the functions of room service.	
				Detail the functions of the lounge(s) or bar(s).	
				Detail the functions of the catering department.	
				Review the main responsibilities of the engineering and maintenance division within a lodging operation to appreciate the skills and tasks required for both divisions.	Detail the functions of general maintenance.
				Detail the functions of grounds maintenance.	
				Detail the functions of the engineering department.	
				Detail the functions of emergency maintenance.	
				Review the primary activities of the marketing and sales division within a lodging operation to appreciate the skills and tasks required for these divisions.	Detail two types of marketing materials for the lodging facility.
				Detail two types of units for sale.	
				Detail the function of the marketing personnel.	
				Detail the function of the sales personnel.	



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			(CONTINUED)	Review the functions of the accounting department within a lodging operation to appreciate the skills and tasks required for this area.	Explain the function of the accounting department.
				Review the functions of the human resources department within a lodging operation to appreciate the skills and tasks required for this area.	Explain the role of the accounting department in payroll.
				Review the functions of the security department within a lodging operation to appreciate the skills and tasks required for this area.	Explain the role of the human resource department in hiring.
					Explain the role of the human resource department in handling complaints.
					List the role of the security personnel.
					List the function of security equipment.



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HTPB04.01	Technical Skills	#9: Front Office Management	Understand the importance of guest registration, and rate and room assignment procedures to meet guest needs and ensure payment methods.	Identify information collected during registration process to correctly register guests.	Check for pre-registration information.
					Verify guest registration card is completed.
					Identify the length of stay.
					Identify the method of payment.
				Explain how room rates are established with arriving guests to assign the appropriate rate.	Specify a standard rate.
					List special room rates.
					Describe rates that include meal plans, such as the American Plan, the Modified American Plan, and the European Plan.
					Demonstrate an "upsell" to arriving guests.
				Explain how availability, room status, and other standard operating guidelines are used to assign rooms to arriving guests.	Determine when a room is available for sale.
					Issue keys or electronic keycards to registering guests using standard guidelines.
					Use property maps to direct guests to their room locations.
				Explain how methods of payment are established with arriving guests to clarify payment procedures.	Describe common payment methods for arriving guests.
					Demonstrate procedure for accepting payment by check.
					Demonstrate procedure for accepting payment by credit card.
				Explain how a property's computer system is used to create guest accounts.	Describe special payment methods.
Identify different types of accounts.					
Identify types of charges that can be posted to accounts.					
	Explain how account entries are made through front desk terminals and remote point-of-sale terminals.				



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HTPB04.03	Technical Skills	#9: Front Office Management	Understand the importance of check-out procedures to ensure guest satisfaction and verify settlement of account.	Summarize correct check-out procedures to prevent oversights or errors.	Inquire about recent charges.
					Post outstanding charges to guest accounts.
					Verify account information.
					Check for mail, messages, and faxes.
					Check for safe deposit or in-room safe keys.
					Secure the room key or electronic keycard.
				Describe the account settlement procedures to include different types of payment	Verify the method of payment established at registration.
					Process account payments for guests using cash.
					Process account payments for guests using credit cards.
					Process account payments for guests using direct billing arrangements.
					Present the account for payment to the guest.
					Update the room's status through the property's computer system.
					Inquire about guest satisfaction to create a guest history record file.



Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
HTPB05.01	Information Technology Applications	#9: Front Office Management	Employ effective reservation procedures to meet guest needs and maximize occupancy.	Identify the different types of reservations to meet different guest needs.	Distinguish guaranteed from non-guaranteed reservations.
					Contrast reservations guaranteed by credit card with reservations guaranteed by travel agents or corporations.
					Contrast advanced deposits with prepaid reservations.
				Identify common sources to make lodging reservations.	Distinguish a central reservation system from a global distribution system.
					Identify ways guests place reservations directly with lodging properties.
					Explain how guests make reservations on-line.
				Explain how a computer system is used to process or change reservations.	Determine availability.
					Create a reservation record.
					Modify or cancel a reservation.
					Generate reports from reservation data.
				Explain how forecasting is used to maximize occupancy levels.	Identify information needed to forecast availability.
					Calculate a no-show percentage.
					Calculate a walk-in percentage.
					Calculate an overstay percentage.
Calculate an understay percentage.					
Create a ten-day forecast.					



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HTPB06.01	Safety, Health and Environmental	#8: Customer Service and Guest Relations	Abide strictly by key control procedures to protect guest and minimize risks.	Explain the types and functions of keys to control levels of access.	List three types or levels of keys used for entry.
					Compare/contrast the use of each.
				Explain how key control measures are used to protect guests.	Outline how access to all areas is controlled.
					Outline how locking systems protect guests.
					Outline procedures for issuing electronic keys.
HTPB06.02	Safety, Health and Environmental	#9: Front Office Management	Explain how cash control procedures are used to protect funds.	Outline the role of a cashier to facilitate cash control.	Demonstrate use of cash sheets to record cash collected.
					Demonstrate use of cash sheets to record cash paid out.
					Explain how cash banks are issued to cashiers.
					Describe how cashiers turn in cash banks and prepare cash deposits.
					Explain how cash banks and cashier cash deposits are reconciled.



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HTPB06.03	Safety, Health and Environmental	#8: Customer Service and Guest Relations	Explain how guests and property are protected to minimize losses or liabilities.	Control access of safe deposit boxes to minimize losses.	Describe how access is given to safe deposit box.
					Describe how guest's identity is checked for access.
					Maintain the safe deposit log.
				Describe procedures for controlling items lost and found.	Identify the department responsible for securing lost and found items.
					Maintain a log of lost and found items.
					Store and secure lost and found items for required length of time.
					Follow property procedures for contacting guests about lost and found items.
				Identify access control procedures to enhance guest safety.	Recognize and report suspicious situations.
					Identify and report unauthorized and suspicious persons.
					Monitor entrances, elevators, and stairways.
					Ensure limited late-night access to lobby areas.
					Monitor perimeter and grounds.

Additional Recommended
 CTE/Degree Major Courses:
 #5: Marketing for Hospitality and Tourism
 #6: Hospitality and Tourism Internship
 #7: Introduction to Lodging
 Operations