

Topic 1: Overview of Hospitality and Tourism Management

Unit 1: Segments of the Hospitality and Tourism Industry (18 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.2** Analyze opportunities for employment in hospitality, tourism, and recreation careers.
- **10.1.4** Analyze the correlation between the hospitality industry and local, state, national and global economies.

Unit 2: Types and Functions of Departments (24 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.

Topic 2: Portfolio

Unit 1: Career Portfolio (7 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.5** Create an employment portfolio to communicate hospitality, tourism, and recreation knowledge and skills.

Topic 3: Leadership, Team Building, Planning, and Decision Making

Unit 1: General- Leadership, Team Building, Planning, and Decision Making (14 strategies)

(NS 1) Integrate multiple life roles and responsibilities in family, work, and community settings.

- **1.2** Demonstrate transferable knowledge, attitudes, and technical and employability skills in school, community and workplace settings.
- **1.2.2** Demonstrate job seeking and job keeping skills.

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.3** Apply concepts of quality service to ensure customer satisfaction.

Hospitality and Tourism Management
Alignment with NASAFACS Standards

- **10.3.2** Analyze how employee dispositions can impact customer satisfaction.
- (NS 2)** Evaluate management practices related to the human, economic, and environmental resources in a global context.
- **2.1** Demonstrate management of individual and family resources such as food, clothing, shelter, health care, recreation, transportation, time, and human capital.
 - **2.1.1** Apply time management, organizational, and process skills to prioritize tasks and achieve goals.

Unit 2: Specific- Leadership, Team Building, Planning, and Decision Making
(14 strategies)

(NS 1) Integrate multiple life roles and responsibilities in family, work, and community settings.

- **1.2** Demonstrate transferable knowledge, attitudes, and technical and employability skills in school, community and workplace settings.
- **1.2.2** Demonstrate job seeking and job keeping skills.

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.3** Apply concepts of quality service to ensure customer satisfaction.
- **10.3.2** Analyze how employee dispositions can impact customer satisfaction.

(NS 2) Evaluate management practices related to the human, economic, and environmental resources in a global context.

- **2.1** Demonstrate management of individual and family resources such as food, clothing, shelter, health care, recreation, transportation, time, and human capital.
- **2.1.1** Apply time management, organizational, and process skills to prioritize tasks and achieve goals.

Topic 4: Communication, Guest Service, and Problem Solving

Unit 1: General- Communication, Guest Service, and Problem Solving
(10 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.3** Apply concepts of quality service to ensure customer satisfaction.
- **10.3.2** Analyze how employee dispositions can impact customer satisfaction.

Unit 2: Specific- Communication, Guest Service, and Problem Solving
(22 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.3** Apply concepts of quality service to ensure customer satisfaction.
- **10.3.4** Analyze effects of customer relations on success of the hospitality, tourism, and or recreation industry.

Topic 5: Quality Management

Unit 1: General- Quality Management (8 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.2** Analyze opportunities for employment in hospitality, tourism, and recreation careers.
- **10.1.3** Summarize education and training requirements and opportunities for career paths in hospitality, tourism, and recreation careers.

(NS 5) Integrate knowledge, skills, and practices required for careers in facilities management and maintenance.

- **5.1** Analyze career paths within the facilities management and maintenance areas.
- **5.1.1** Explain the roles and functions of individuals engaged in facilities management careers.
- **5.1.2** Analyze opportunities for employment and entrepreneurial endeavors.
- **5.1.3** Summarize education and training requirements and opportunities for career paths in facilities management.

(NS 8) Integrate knowledge, skills, and practices required for careers in food production and services.

- **8.1** Analyze career paths within the food production and food services industries.
- **8.1.1** Explain the roles, duties, and functions of individuals engaged in food production and services careers.
- **8.1.2** Analyze opportunities for employment and entrepreneurial endeavors.
- **8.1.3** Summarize education and training requirements and opportunities for career paths in food production and services.

Unit 2: Specific- Quality Management (24 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.3** Apply concepts of quality service to ensure customer satisfaction.
- **10.3.4** Analyze effects of customer relations on success of the hospitality, tourism, and or recreation industry.

Topic 6: Balancing Work and Family

Unit 1: General- Principles for Balancing Work and Family (15 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.

Unit 2: Specific- Principles For Balancing Work and Family (13 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.

Topic 7: Human Resources Management

Unit 1: General- Human Resources (20 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.

Unit 2: Specific- Human Resources (23 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.

Topic 8: Fiscal

Unit 1: General- Fiscal Principles (7 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.

Unit 2: Specific- Fiscal Principles (29 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.

Topic 9: Marketing

Unit 1: General- Marketing (7 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.

Unit 2: Specific- Marketing (32 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.

Topic 10: Information Technology

Unit 1: General- Information Technology (11 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.

Unit 2: Specific- Information Technology (19 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.

Topic 11: Geography and Culture

Unit 1: Geography and Culture Awareness (18 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.5** Demonstrate practices and skills for travel related services.
- **10.5.1** Investigate geography, climate, sites, time zones, and political and global influences of various regions and countries.

- **10.5.2** Investigate hospitality, lodging, tourism, and recreation customs of various regions and countries.

Topic 12: Food Production Management

Unit 1: Food Safety and Sanitation (25 strategies)

(NS 1) Integrate multiple life roles and responsibilities in family, work, and community settings.

- **1.2** Demonstrate transferable knowledge, attitudes, and technical and employability skills in school, community and workplace settings.
- **1.2.7** Analyze factors that contribute to maintaining safe and healthy school, work and community environments.

(NS 5) Integrate knowledge, skills, and practices required for careers in facilities management and maintenance.

- **5.3** Demonstrate sanitation procedures for a clean and safe environment.
- **5.3.1** Analyze the various types of cleaning methods and their environmental effects.

(NS 9) Integrate knowledge, skills, practices required for careers in food science, food technology, dietetics, and nutrition.

- **9.2** Apply risk management procedures to food safety, food testing, and sanitation.
- **9.2.1** Analyze factors that contribute to food borne illness.
- **9.2.3** Implement industry standards for documenting, investigating, and reporting foodborne illnesses.
- **9.2.5** Demonstrate practices and procedures that assure personal and workplace health and hygiene.

Unit 2: Guest Service in the Restaurant (17 strategies)

(NS 8) Integrate knowledge, skills, and practices required for careers in food production and services.

- **8.4** Demonstrate menu planning principles and techniques based on standardized recipes to meet customer needs.
- **8.4.4** Develop a variety of menu layouts, themes, and design styles.
- **8.7** Demonstrate the concept of internal and external customer service.
- **8.7.2** Demonstrate quality service techniques and procedures that meet industry standards in the food service industry.
- **8.7.3** Analyze the relationship between employee attitude and skills and customer satisfaction.
- **8.7.4** Apply procedures for addressing and resolving complaints.
- **8.7.5** Demonstrate sensitivity to diversity and special needs.

Topic 13: Safety and Property

Unit 1: General- Safety and Property (11 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.2** Demonstrate procedures applied to safety, security, and environmental issues.
- **10.2.1** Explain the importance of safety, security, and environmental issues related to the hospitality, tourism, and recreation industries.

Unit 2: Specific- Safety and Property (18 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.2** Demonstrate procedures applied to safety, security, and environmental issues.
- **10.2.1** Explain the importance of safety, security, and environmental issues related to the hospitality, tourism, and recreation industries.
- **10.2.2** Demonstrate procedures for assuring guest or customer safety.

Topic 14: Ethics and Professionalism

Unit 1: General- Ethics and Professionalism (5 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.3** Apply concepts of quality service to ensure customer satisfaction.
- **10.3.2** Analyze how employee dispositions can impact customer satisfaction.

Unit 2: Specific- Ethics and Professionalism (14 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.3** Apply concepts of quality service to ensure customer satisfaction.
- **10.3.2** Analyze how employee dispositions can impact customer satisfaction.

Topic 15: Careers in Hospitality and Tourism Management

Unit 1: General- Career Success (16 strategies)

(NS 1) Integrate multiple life roles and responsibilities in family, work, and community settings.

- **1.2** Demonstrate transferable knowledge, attitudes, and technical and employability skills in school, community and workplace settings.
- **1.2.2** Demonstrate job seeking and job keeping skills.

Unit 2: Specific- Careers in Hotel, Travel & Tourism, and Restaurant Management (29 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.
- **10.1.2** Analyze opportunities for employment in hospitality, tourism, and recreation careers.
- **10.1.3** Summarize education and training requirements and opportunities for career paths in hospitality, tourism, and recreation careers.
- **10.1.6** Analyze the role of professional organizations in the hospitality, tourism, and recreation professions.