

## Topic 1: Introduction to Hospitality and Tourism

### Unit 1: Industry Segments, History, and Economic Impact (12 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.
- **10.1.4** Analyze the correlation between the hospitality industry and local, state, national and global economies.

## 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: Careers in Hospitality and Tourism

### Unit 1: Career Areas and Outlook (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.
- **10.1.1** 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.
- **10.1.4** Analyze the correlation between the hospitality industry and local, state, national and global economies.
- **10.1.5** Create an employment portfolio to communicate hospitality, tourism, and recreation knowledge and skills.
- **10.1.6** Analyze the role of professional organizations in the hospitality, tourism, and recreation professions.

## Topic 4: Hospitality and Tourism Skills

### Unit 1: Self-Responsibility and Self-Management (6 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.
- **1.2.1** Analyze potential career choices to determine the knowledge, skills, attitudes, and opportunities associated with each career.
- **1.2.2** Demonstrate job seeking and job keeping skills.
- **1.2.3** Apply communication skills in school, community and workplace settings and with diverse populations.
- **1.2.4** Demonstrate teamwork skills in school, community and workplace settings and with diverse populations.
- **1.2.5** Analyze future-ready strategies to shape, manage, and utilize change, including changing technologies, in workplace settings.
- **1.2.6** Demonstrate leadership skills and abilities in school, workplace and community settings.
- **1.2.7** Analyze factors that contribute to maintaining safe and healthy school, work and community environments.
- **1.2.8** Demonstrate employability skills, work ethics, and professionalism.

### Unit 3: Attitude, Work Habits, and Appearance (11 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 4: Time Management (9 strategies)

**(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 5: Decision Making and Problem Solving (14 strategies)

**(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.
- **2.1.2** Analyze how individuals and families make choices to satisfy needs and wants.

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- **2.1.3** Analyze decisions about providing safe and nutritious food for individuals and families.

**Unit 6: Life Balance** (*8 strategies*)

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

- **1.1** Analyze strategies to manage multiple roles and responsibilities (individual, family, career, community, and global).
- **1.1.3** Analyze ways that individual career goals can affect the family's capacity to meet goals for all family members.
- **1.1.4** Analyze potential effects of various career path decisions on balancing work and family.

**(NS 12)** Analyze factors that influence human growth and development.

- **12.1** Analyze principles of human growth and development across the life span.
- **12.1.1** Analyze physical, emotional, social, moral, and cognitive development.

**Unit 7: Leadership and Team Building** (*18 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.
- **1.2.3** Apply communication skills in school, community and workplace settings and with diverse populations.
- **1.2.4** Demonstrate teamwork skills in school, community and workplace settings and with diverse populations.
- **1.2.6** Demonstrate leadership skills and abilities in school, workplace and community settings.
- **1.2.8** Demonstrate employability skills, work ethics, and professionalism.

**(NS 6)** Evaluate the significance of family and its effects on the well-being of individuals and society.

- **6.2** Evaluate the effects of diverse perspectives, needs, and characteristics of individual and families.
- **6.2.1** Demonstrate awareness of multiple diversities and their effects on individuals, families, and society.
- **6.2.4** Demonstrate respect for diversity with sensitivity to anti-bias, gender, equity, age, culture, and ethnicity.

**Unit 8: Communication and Customer Service** (*21 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.
- **1.2.1** Analyze potential career choices to determine the knowledge, skills, attitudes, and opportunities associated with each career.
- **1.2.2** Demonstrate job seeking and job keeping skills.
- **1.2.3** Apply communication skills in school, community and workplace settings and with diverse populations.

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- **1.2.4** Demonstrate teamwork skills in school, community and workplace settings and with diverse populations.
  - **1.2.5** Analyze future-ready strategies to shape, manage, and utilize change, including changing technologies, in workplace settings.
  - **1.2.6** Demonstrate leadership skills and abilities in school, workplace and community settings.
  - **1.2.7** Analyze factors that contribute to maintaining safe and healthy school, work and community environments.
  - **1.2.8** Demonstrate employability skills, work ethics, and professionalism.
- (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.
  - **10.3.1** Apply industry standards for service that meets cultural and geographic expectations of guests or customers.
  - **10.3.2** Analyze how employee dispositions can impact customer satisfaction.
  - **10.3.3** Apply a system to evaluate and resolve employee, employer, guest, or customer complaints.
  - **10.3.4** Analyze effects of customer relations on success of the hospitality, tourism, and or recreation industry.
  - **10.3.5** Demonstrate effective cultural awareness and customer relations to meet the hospitality, tourism, and recreation needs of special populations.
- (NS 13)** Demonstrate respectful and caring relationships in the family, workplace and community.
- **13.3** Demonstrate communication skills that contribute to positive relationships.
  - **13.3.7** Analyze the roles and functions of communications in family, work, and community settings.

## Topic 5: Travel and Tourism

### Unit 1: Travel Methods (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.
- **10.1.2** Analyze opportunities for employment in hospitality, tourism, and recreation careers.
- **10.5** Demonstrate practices and skills for travel related services.
- **10.5.5** Create travel documents and itineraries, utilizing current technology.

**(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.

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- **10.5.2** Investigate hospitality, lodging, tourism, and recreation customs of various regions and countries.
- **10.5.3** Apply knowledge of food, beverage, and etiquette of various regions and countries to decisions about hospitality, lodging, tourism, and recreation.
- **10.5.4** Research regulations and cultural expectations to determine information needed for diverse clientele for domestic and international travel.
- **10.5.5** Create travel documents and itineraries, utilizing current technology.
- **10.5.6** Analyze travel arrangements using computerized systems.

**(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.
- **10.5.3** Apply knowledge of food, beverage, and etiquette of various regions and countries to decisions about hospitality, lodging, tourism, and recreation.
- **10.5.4** Research regulations and cultural expectations to determine information needed for diverse clientele for domestic and international travel.
- **10.5.5** Create travel documents and itineraries, utilizing current technology.
- **10.5.6** Analyze travel arrangements using computerized systems.

## Topic 6: Lodging

**Unit 1: Types, Duties, and Responsibilities within Departments (6 strategies)**

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

- **10.4** Demonstrate practices and skills involved in hospitality and lodging occupations.
- **10.4.1** Demonstrate front desk, office, and customer service skills.
- **10.4.2** Demonstrate accounting practices and financial transactions.
- **10.4.3** Manage convention, meeting, and banquet support functions.
- **10.4.4** Apply basic food preparation and service skills in catering operations.
- **10.4.5** Manage use, care, storage, maintenance, and safe operations of equipment, tools, and supplies.
- **10.4.6** Apply facility management, maintenance, and service skills to hospitality and lodging operations.
- **10.4.7** Apply time and work management skills to facility service tasks.
- **10.4.8** Analyze sales and marketing functions in hospitality and lodging operations.

## Topic 7: Food and Beverage

### Unit 1: Types; Duties and Responsibilities within Departments (20 strategies)

**(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.
- **8.1.4** Analyze the correlation between food production and services occupations and local, state, national, and global economies.
- **8.1.5** Create an employment portfolio to communicate food production and services knowledge and skills.
- **8.1.6** Analyze the role of professional organizations in food production and services.
- **8.2** Demonstrate food safety and sanitation procedures.
- **8.2.1** Identify characteristics of major foodborne pathogens, their role in causing illness, foods involved in outbreaks, and methods of prevention.
- **8.2.10** Demonstrate safe and environmentally responsible waste disposal and recycling methods.
- **8.2.11** Demonstrate ability to maintain necessary records to document time and temperature control, HACCP, employee health, maintenance of equipment, and other elements of food preparation, storage, and presentation.
- **8.2.2** Employ food service management safety/sanitation program procedures, including CPR and first aid.
- **8.2.3** Use knowledge of systems for documenting, investigating, reporting, and preventing foodborne illness.
- **8.2.4** Use the Hazard Analysis Critical Control Point (HACCP) and crisis management principles and procedures during food handling processes to minimize the risks of foodborne illness.
- **8.2.5** Practice standard personal hygiene and wellness procedures.
- **8.2.6** Demonstrate proper purchasing, receiving, storage, and handling of both raw and prepared foods.
- **8.2.7** Demonstrate safe food handling and preparation techniques that prevent cross contamination from potentially hazardous foods and food groups.
- **8.2.8** Analyze current types of cleaning and sanitizing materials for proper use.
- **8.2.9** Use the Occupational Safety and Health Administration (OSHA) Right to Know Law and Materials Safety Data Sheets (MSDS) and explain their requirements in safe handling and storage of hazardous materials.
- **8.3** Demonstrate industry standards in selecting, using, and maintaining food production and food service equipment.

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- **8.3.1** Operate tools and equipment following safety procedures and OSHA requirements.
- **8.3.2** Maintain tools and equipment following safety procedures and OSHA requirements.
- **8.3.3** Demonstrate procedures for cleaning and sanitizing equipment, serving dishes, glassware, and utensils to meet industry standards and OSHA requirements.
- **8.3.4** Analyze equipment purchases based on long-term business needs, specific regulations, and codes related to foods.
- **8.3.5** Demonstrate procedures for safe and secure storage of equipment and tools.
- **8.3.6** Identify a variety of types of equipment for food.
- **8.5** Demonstrate professional food preparation methods and techniques for all menu categories to produce a variety of food products that meet customer needs.
- **8.5.1** Demonstrate professional skills in safe handling of knives, tools, and equipment.
- **8.5.12** Demonstrate professional plating, garnishing, and food presentation techniques.
- **8.5.13** Integrate sustainability in food production and services including menu planning; acquisition, preparation, and serving of food; storage; and recycling and waste management.
- **8.6** Demonstrate implementation of food service management and leadership functions.
- **8.6.6** Apply the procedures involved in staff planning, recruiting, interviewing, selecting, scheduling, performance reviewing, and terminating of employees.
- **8.6.7** Conduct staff orientation, initial training and education, consistent reinforcement of training principles, and on the job training/retraining.
- **8.7** Demonstrate the concept of internal and external customer service.
- **8.7.1** Analyze the role of quality service as a strategic component of exceptional performance.
- **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 8: Recreation, Amusement, and Attraction

**Unit 1: Types; Duties, and Responsibilities within Departments** (6 strategies)  
**(NS 10)** Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.6** Demonstrate management of recreation, leisure, and other programs and events.

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- **10.6.1** Coordinate client inquiries and requests.
- **10.6.2** Design themes, timelines, budgets, agendas, and itineraries for specific programs and events.
- **10.6.3** Organize resources and information about locations, facilities, suppliers, and vendors for specific services.
- **10.6.4** Prepare event materials for distribution.
- **10.6.5** Demonstrate skills related to promoting and publicizing events.
- **10.6.6** Manage programs and events for specific age groups or diverse populations.
- **10.6.7** Promote wellness initiatives through recreation and leisure programs and events.
- **10.6.8** Evaluate overall effectiveness of specific events.
- **10.6.9** Describe tourism related organizations and agencies and their impact on hospitality, lodging, travel, and recreation operations.

## Topic 9: Safety in Hospitality and Tourism

### **Unit 1: Safety and Sanitation (13 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.
- **10.2.3** Evaluate evacuation plans and emergency procedures.
- **10.2.4** Demonstrate management and conservation of resources for energy efficiency and protection of the environment.
- **10.2.5** Design a system for documenting, investigating, and taking action on safety, security, and environmental issues.

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

- **8.2** Demonstrate food safety and sanitation procedures.
- **8.2.1** Identify characteristics of major foodborne pathogens, their role in causing illness, foods involved in outbreaks, and methods of prevention.
- **8.2.10** Demonstrate safe and environmentally responsible waste disposal and recycling methods.
- **8.2.11** Demonstrate ability to maintain necessary records to document time and temperature control, HACCP, employee health, maintenance of equipment, and other elements of food preparation, storage, and presentation.
- **8.2.2** Employ food service management safety/sanitation program procedures, including CPR and first aid.
- **8.2.3** Use knowledge of systems for documenting, investigating, reporting, and preventing foodborne illness.



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- **8.2.4** Use the Hazard Analysis Critical Control Point (HACCP) and crisis management principles and procedures during food handling processes to minimize the risks of foodborne illness.
- **8.2.5** Practice standard personal hygiene and wellness procedures.
- **8.2.6** Demonstrate proper purchasing, receiving, storage, and handling of both raw and prepared foods.
- **8.2.7** Demonstrate safe food handling and preparation techniques that prevent cross contamination from potentially hazardous foods and food groups.
- **8.2.8** Analyze current types of cleaning and sanitizing materials for proper use.
- **8.2.9** Use the Occupational Safety and Health Administration (OSHA) Right to Know Law and Materials Safety Data Sheets (MSDS) and explain their requirements in safe handling and storage of hazardous materials.

## Topic 10: The Business of Hospitality and Tourism

### Unit 1: Business Management (2 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.