

2013 HOSPITALITY SERVICES

ACADEMIC		
AA		SPEAKING AND LISTENING
AA	1	Utilize effective verbal and non-verbal communication skills
AA	2	Participate in conversation, discussion, and group presentations
AA	3	Communicate and follow directions/procedures
AA	4	Communicate effectively with customers and co-workers
AB		READING AND WRITING
AB	1	Locate and interpret written information
AB	2	Read and interpret workplace documents
AB	3	Identify relevant details, facts, and specifications
AB	4	Record information accurately and completely
AB	5	Demonstrate competence in organizing, writing, and editing using correct vocabulary, spelling, grammar, and punctuation
AB	6	Demonstrate the ability to write clearly and concisely using industry specific terminology
AC		CRITICAL THINKING AND PROBLEM SOLVING
AC	1	Utilize critical-thinking skills to determine best options/outcomes (e.g., analyze reliable/unreliable sources of information, use previous experiences, implement crisis management, develop contingency planning)
AC	2	Utilize innovation and problem-solving skills to arrive at the best solution for current situation
AC	3	Implement effective decision-making skills
AD		MATHEMATICS
AD	1	Perform basic and higher level math operations (e.g., addition, subtraction, multiplication, division, decimals, fractions, units of conversion, averaging, percentage, proportion, ratios)
AD	2	Solve problems using measurement skills (e.g., distance, weight, area, volume)
AD	3	Make reasonable estimates
AD	4	Use tables, graphs, diagrams, and charts to obtain or convey information
AD	5	Use deductive reasoning and problem-solving in mathematics
AE		FINANCIAL LITERACY
AE	1	Locate, evaluate, and apply personal financial information
AE	2	Identify the components of a budget and how one is created
AE	3	Set personal financial goals and develop a plan for achieving them
AE	4	Use financial services effectively
AE	5	Demonstrate ability to meet financial obligations
AF		INTERNET USE AND SECURITY
AF	1	Recognize the potential risks associated with Internet use
AF	2	Identify and apply Internet security practices (e.g., password security, login, logout, log off, lock computer)
AF	3	Practice safe, legal, and responsible use of technology in the workplace
AG		INFORMATION TECHNOLOGY
AG	1	Use technology appropriately to enhance professional presentations
AG	2	Demonstrate effective and appropriate use of social media
AG	3	Identify ways social media can be used as marketing, advertising, and data gathering tools
AH		TELECOMMUNICATIONS
AH	1	Select and use appropriate devices, services, and applications to complete workplace tasks
AH	2	Demonstrate appropriate etiquette when using e-communications (e.g., cell phone, e-mail, personal digital assistants, online meetings, conference calls)
EMPLOYABILITY		
EA		POSITIVE WORK ETHIC

EA	1	Demonstrate enthusiasm and confidence about work and learning new tasks
EA	2	Demonstrate consistent and punctual attendance
EA	3	Demonstrate initiative in assuming tasks
EA	4	Exhibit dependability in the workplace
EA	5	Take and provide direction in the workplace
EA	6	Accept responsibility for personal decisions and actions
EB		INTEGRITY
EB	1	Abide by workplace policies and procedures
EB	2	Demonstrate honesty and reliability
EB	3	Demonstrate ethical characteristics and behaviors
EB	4	Maintain confidentiality and integrity of sensitive company information
EB	5	Demonstrate loyalty to the company
EC		SELF-REPRESENTATION
EC	1	Demonstrate appropriate dress and hygiene in the workplace
EC	2	Use language and manners suitable for the workplace
EC	3	Demonstrate polite and respectful behavior toward others
EC	4	Demonstrate personal accountability in the workplace
EC	5	Demonstrate pride in work
ED		TIME, TASK, AND RESOURCE MANAGEMENT
ED	1	Plan and follow a work schedule
ED	2	Work with minimal supervision
ED	3	Work within budgetary constraints
ED	4	Demonstrate ability to stay on task to produce high quality deliverables on time
EE		DIVERSITY AWARENESS
EE	1	Recognize diversity, discrimination, harassment, and equity
EE	2	Work well with all customers and co-workers
EE	3	Explain the benefits of diversity within the workplace
EE	4	Explain the importance of respect for feelings, values, and beliefs of others
EE	5	Identify strategies to bridge cultural/generational differences and use differing perspectives to increase overall quality of work
EE	6	Illustrate techniques for eliminating gender bias and stereotyping in the workplace
EE	7	Identify ways tasks can be structured to accommodate the diverse needs of workers
EE	8	Recognize the challenges and advantages of a global workforce
EF		TEAMWORK
EF	1	Recognize the characteristics of a team environment and conventional workplace
EF	2	Contribute to the success of the team
EF	3	Demonstrate effective team skills and evaluate their importance in the workplace (e.g., setting goals, listening, following directions, questioning, dividing work)
EG		CREATIVITY AND RESOURCEFULNESS
EG	1	Contribute new ideas
EG	2	Stimulate ideas by posing questions
EG	3	Value varying ideas and opinions
EG	4	Locate and verify information
EH		CONFLICT RESOLUTION
EH	1	Identify conflict resolution skills to enhance productivity and improve workplace relationships
EH	2	Implement conflict resolution strategies and problem-solving skills
EH	3	Explain the use of documentation and it's role as a component of conflict resolution

EI		CUSTOMER/CLIENT SERVICE
EI	1	Recognize the importance of and demonstrate how to properly acknowledge customers/clients
EI	2	Identify and address needs of customers/clients
EI	3	Provide helpful, courteous, and knowledgeable service
EI	4	Identify appropriate channels of communication with customers/clients (e.g., phone call, face-to-face, e-mail, website)
EI	5	Identify techniques to seek and use customer/client feedback to improve company services
EI	6	Recognize the relationship between customer/client satisfaction and company success
EJ		ORGANIZATIONS, SYSTEMS, AND CLIMATES
EJ	1	Define profit and evaluate the cost of conducting business
EJ	2	Identify "big picture" issues in conducting business
EJ	3	Identify role in fulfilling the mission of the workplace
EJ	4	Identify the rights of workers (e.g., adult and child labor laws and other equal employment opportunity laws)
EJ	5	Recognize the chain of command, organizational flow chart system, and hierarchy of management within an organization
EK		JOB ACQUISITION AND ADVANCEMENT
EK	1	Recognize the importance of maintaining a job and pursuing a career
EK	2	Define jobs associated with a specific career path or profession
EK	3	Identify and seek various job opportunities (e.g., volunteerism, internships, co-op, part-time/full-time employment)
EK	4	Prepare a resume, letter of application, and job application
EK	5	Prepare for a job interview (e.g., research company, highlight personal strengths, prepare questions, set-up a mock interview, dress appropriately)
EK	6	Participate in a job interview
EK	7	Explain the proper procedure for leaving a job
EL		LIFELONG LEARNING
EL	1	Acquire current and emerging industry-related information
EL	2	Demonstrate commitment to learning as a life-long process and recognize learning opportunities
EL	3	Seek and capitalize on self-improvement opportunities
EL	4	Discuss the importance of flexible career planning and career self-management
EL	5	Employ leadership skills to achieve workplace objectives (e.g., personal vision, adaptability, change, shared vision)
EL	6	Recognize the importance of job performance evaluation and coaching as it relates to career advancement
EL	7	Accept and provide constructive criticism
EL	8	Describe the impact of the global economy on jobs and careers
EM		JOB SPECIFIC TECHNOLOGIES
EM	1	Identify the value of new technologies and their impact on driving continuous change and the need for life-long learning
EM	2	Research and identify emerging technologies for specific careers
EM	3	Select appropriate technological resources to accomplish work
EN		HEALTH AND SAFETY
EN	1	Assume responsibility for safety of self and others
EN	2	Follow safety guidelines in the workplace
EN	3	Manage personal health and wellness
OCCUPATIONAL		
OA		CAREER PATHS WITHIN THE FACILITIES MANAGEMENT AND MAINTENANCE AREAS
OA	1	Determine the roles and functions of individuals engaged in facilities management and maintenance careers

OA	2	Explore opportunities for employment and entrepreneurial endeavors
OA	3	Examine education and training requirements and opportunities for career paths in facilities management and maintenance
OA	4	Examine the impact of facilities management and maintenance occupations on local, state, national, and global economies
OB		PLANNING, ORGANIZING, AND MAINTAINING AN EFFICIENT HOUSEKEEPING OPERATION
OB	1	Design housekeeping standards and procedures
OB	2	Operate cleaning equipment and tools
OB	3	Manage use of supplies
OB	4	Maintain building interior surfaces, wall coverings, fabrics, furnishings, and floor surfaces
OB	5	Perform cleaning based on established standards
OB	6	Design energy-efficient methods
OB	7	Demonstrate quality services which exceed the expectations of customers
OC		SANITATION PROCEDURES FOR A CLEAN AND SAFE ENVIRONMENT
OC	1	Know the environmental impact of materials (e.g., solid, liquid, gaseous)
OC	2	Examine the various types of cleaning methods and their environmental effects
OC	3	Examine federal and state regulations regarding the handling, use, and storage of chemicals
OC	4	Apply Occupational Safety and Health Administration (OSHA) regulations to situations in which blood-borne pathogens exist and need to be labeled
OC	5	Execute a pest control system appropriate for the facility
OC	6	Apply Centers for Disease Control (CDC) standards
OC	7	Apply the Americans with Disability Act (ADA) regulations
OC	8	Identify acids and bases
OC	9	Identify organisms such as bacteria and fung
OD		HAZARDOUS MATERIALS AND WASTE MANAGEMENT PROCEDURES
OD	1	Carry out federal, state, and other regulations regarding waste management
OD	2	Demonstrate a waste minimization plan
OD	3	Practice a recycling program for conservation of resources
OD	4	Record hazardous situations accurately and communicate to appropriate authorities
OD	5	Determine procedures for safely handling and storing hazardous materials and waste products
OD	6	Demonstrate safe depositions of pesticides
OD	7	Describe and explain chemical reactions related to contamination
OD	8	Understand the effect of chemicals on humans and plants
OD	9	Describe and explain chemical reactions, including inhibitors
OE		WORK ENVIRONMENT THAT PROVIDES SAFETY AND SECURITY
OE	1	Design procedures for external and internal emergencies
OE	2	Prepare security procedures
OE	3	Demonstrate safe procedures in the use, care, and storage of equipment
OE	4	Apply safety and security procedures as required by Occupational Safety and Health Administration (OSHA) and other agencies
OE	5	Apply procedures for infection control
OE	6	Examine concepts of epidemiology
OE	7	Use common laboratory equipment and procedures
OF		APPROPRIATE LAUNDERING PROCESSES
OF	1	Examine the functions of machines and equipment used in laundry operations
OF	2	Demonstrate laundry procedures
OF	3	Apply procedures for the selection of textiles, chemicals, and equipment associated with laundry
OF	4	Apply regulations regarding laundry/linen systems

OG		FACILITIES MANAGEMENT FUNCTIONS
OG	1	Demonstrate quality customer service which exceeds expectations
OG	2	Examine the elements involved in staff planning, recruiting, interviewing, and selecting of employees
OG	3	Design staff schedule
OG	4	Conduct orientation, regular training/education, and on-the-job training/retraining
OG	5	Apply work measurement techniques
OG	6	Apply principles of purchasing and receiving in facility management operations
OG	7	Implement inventory procedures and maintain receipts and disbursement records
OG	8	Apply accounting principles in planning and forecasting profit and loss
OG	9	Implement a marketing plan
OG	10	Identify the application of statistical processes
OG	11	Describe and explain series and parallel, circuits, generators, and transformers
OG	12	Describe and explain heat conduction/convection, insulation and cooling requirements, radiant heating, and temperature
OG	13	Describe fluid and hydraulic systems
OG	14	Explain the effect of quality on profit
OG	15	Identify the effects of continuous quality improvement
OH		CAREER PATH WITHIN THE HOSPITALITY, TOURISM, AND RECREATION INDUSTRIES
OH	1	Determine the roles and functions of individuals engaged in hospitality, tourism, and recreation careers
OH	2	Examine education and training requirements and opportunities for career paths in hospitality, tourism, and recreation
OH	3	Examine the impact of hospitality, tourism, and recreation occupations on local, state, national, and global economies
OH	4	Match employee responsibilities to employer expectations
OI		PROCEDURES APPLIED TO SAFETY, SECURITY, AND ENVIRONMENTAL ISSUES
OI	1	Examine the importance of safety, security, and environmental issues related to the hospitality, tourism, and recreation industries
OI	2	Demonstrate ability to ensure customer safety
OI	3	Manage evacuation plans and emergency procedures
OI	4	Examine utilization of resources and ways to conserve them
OI	5	Design a system for documenting and investigating reports related to safety, security, and environmental issues
OJ		CONCEPTS OF SERVICE TO MEET CUSTOMER EXPECTATIONS
OJ	1	Practice service methods which exceed the expectations of customers
OJ	2	Determine the relationship between employees' attitudes and actions and customer satisfactions
OJ	3	Employ strategies for resolving complaints
OJ	4	Measure the impact customer relations have on success of the hospitality
OJ	5	Measure the impact customer relations have on the needs of special populations
OK		PRACTICES AND SKILLS INVOLVED IN LODGING OCCUPATIONS
OK	1	Demonstrate front desk skills
OK	2	Perform cash handling, accounting, and financial transactions
OK	3	Manage convention, meeting, and banquet support functions
OK	4	Apply basic skills in food and catering services
OK	5	Manage use, care, maintenance, and storage of equipment, tools, and supplies
OK	6	Apply facility services skills
OK	7	Apply time and work management to facility services tasks
OK	8	Perform appropriate work roles within the sales and marketing division
OL		PRACTICES AND SKILLS FOR TRAVEL RELATED SERVICES

OL	1	Examine geography, climate, sites, and time zones of various regions and countries
OL	2	Examine customs of various regions and countries
OL	3	Inspect food, beverage, and etiquette for various regions and countries
OL	4	Assemble information needed for domestic and international travel
OL	5	Produce travel documents and itineraries
OL	6	Check travel arrangements using computerized systems
OM		MANAGEMENT OF RECREATION, LEISURE, AND OTHER PROGRAMS AND EVENTS
OM	1	Coordinate client inquiries and requests
OM	2	Design themes, time lines, budgets, agendas, and itineraries
OM	3	Organize locations, facilities, suppliers, and vendors for specific services
OM	4	Prepare for distribution of event materials
OM	5	Demonstrate skills related to promoting and publicizing events
OM	6	Manage programs and events for specific age groups or populations