

Technical Committee Report and Curriculum Guide

for

Idaho Family and Consumer Sciences Education

Hospitality Services

IBEDS 16001



**Idaho Division of
Professional-Technical
Education**

*This report was prepared by the
Idaho Division of Professional-Technical Education
Family and Consumer Sciences Education
Boise, Idaho*

September 2004
PTE No 413

Idaho State Board for Professional-Technical Education

Karen McGee
Pocatello

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Marilyn Howard
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Boise

Gary Stivers
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Boise

Idaho Division of Professional-Technical Education

Mike Rush, State Administrator
Idaho Division of Professional-Technical Education

Nancy Walker, Program Manager
Family and Consumer Sciences Education
(208) 334-3216

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INTRODUCTION

The Hospitality Services curriculum framework was developed by a team comprised of Idaho Professional-Technical Education staff and Idaho State University personnel. The curriculum team developed the Hospitality Services framework from the National Standards for Family and Consumer Sciences Education, Idaho recommended texts, other states' curricula, and a review of literature pertaining to curriculum content. A committee of selected secondary and postsecondary Idaho teachers participated in the review process. The framework was also reviewed and suggestions were made by a hospitality industry professional.

The competency-based curriculum framework format provides the means for monitoring student progress and generating student profiles. The student profile is a cumulative record of student progress and provides documentation of competence for articulation purposes.

The Hospitality Services curriculum framework is intended to be the fundamental guide to schools for program content. Schools offering Family and Consumer Sciences education should use an advisory committee to consider local and community needs.

Mary Pickard
FCS Teacher Educator
Project Director
University of Idaho

Grace Wittman
FCS Graduate Student
Project Coordinator
University of Idaho

ACKNOWLEDGEMENTS

The Hospitality Services curriculum committee included the University of Idaho, the Idaho Division of Professional-Technical Education and volunteer educators from Idaho high schools and technical colleges. The IDPTE reimbursed teachers for curriculum review workshop travel and meal expenses. The IDPTE sincerely appreciates the outstanding work of the committee members and their employers who supported their participation.

Robert Withrow, FCS Teacher
Mini-Cassia Opportunity Center

Jennifer Tate, FCS Teacher
Lakeland High School

Betty Giffin, Instructor
Hospitality Program
College of Southern Idaho

Tom Mayburry, Instructor
Hotel Restaurant Management
Lewis-Clark State College

Reviewed by: Jonathan Wray,
Convention Services Manager
DoubleTree Riverside Hotel
Boise, ID

Nancy Walker, Program Manager
Family and Consumer Sciences Education
Idaho Div of Professional-Technical Education
Boise, Idaho

HOSPITALITY SERVICES

Course Description

The Hospitality Service Program provides high school students with an introduction to the growing hospitality industry. The program is designed to prepare students for employment in positions that provide customer-focused services in four pathways; Restaurant Services, Lodging, Recreation and Travel and Tourism. Hospitality operations are located in communities throughout the world. A work experience may be located in area hotels, or other hospitality related job sites. FCCLA activities should be integrated into this program.

Delivery of the Hospitality Services Curriculum

Full class participation is emphasized with teamwork as well as individual projects and/or study. The teacher is the facilitator and the manager of the classroom environment. The focus is on applied and problem based instruction that is designed to enable and inspire students to develop career skills in the hospitality industry. The Family and Consumer Sciences teacher prepares the student for placement in a worksite and will work closely with industry partners. The instruction will provide hospitality knowledge and skills required of occupations in this career field prior to placement in a work setting.

Length and Level of the Program

After meeting the pre-requisite, Nutrition and Foods or Career and Personal Development, this is a one-year course (two semesters or trimesters) and may be repeated for additional credits based on the student learning plan.

Recommended Resources

Hospitality Service Activity and Resources Guide – 2004

FCCLA state and national resource materials

Textbooks: Hospitality Services: Food and Lodging; Goodheart-Wilcox; 2004

Career Clusters

Career Clusters link what students learn in school with the knowledge and skills they need for success in college and careers. Career Clusters are groupings of occupations, entry level through management, sharing common business functions and activities and requiring similar core knowledge and skills. The cluster model identifies knowledge and skills that are needed in the workplace. These knowledge and skills can be tied to standards and curriculum to better prepare students. By providing the links between school and the workplace, students understand the relevancy of what they are learning. Career exploration within the cluster structure allows students to match their interests, skills and education requirements with possible careers. *The Hospitality and Tourism Career Cluster* prepares learners for careers in the management, marketing and operations of restaurants and other food services, lodging, attractions, recreation events and travel-related services. Beginning wages depend on the employee's skills, education and job level and range from entry level to six figures. This industry is known for promoting within and for its large number of young managers.

CURRICULUM FRAMEWORK PROGRAM AREA: Family and Consumer Sciences

IDAHO DIVISION OF PROFESSIONAL-TECHNICAL EDUCATION

EFFECTIVE DATE: September 2004

PROGRAM TITLE: Hospitality Services

IBEDS NUMBER 16001

I. MAJOR CONCEPTS/CONTENT

Hospitality Services provides students with a foundation in the hospitality industry with practical application in career experiences, reinforced basic academic and workplace skills, safety and sanitation, business management, service techniques, and employability skills. FCCLA (Family, Career, and Community Leaders of America) leadership activities are an integral part of this program.

II. WORK-BASED LEARNING ACTIVITIES

It is recommended that students be provided with a work environment for observation, volunteering or actual work experience depending on the available opportunities.

III. FAMILY AND CONSUMER SCIENCES NATIONAL STANDARDS

10.0 Integrate knowledge, skills and practices required for careers in hospitality, tourism and recreation.

Content Standards:

- 10.1 Analyze career paths within the hospitality, tourism, and recreation industries.
- 10.2 Demonstrate procedures applied to safety, security and environmental issues.
- 10.3 Apply concepts of service to meet customer expectations.
- 10.4 Demonstrate practices and skills involved in lodging occupations.
- 10.5 Demonstrate practices and skills for travel related services.
- 10.6 Demonstrate management of recreation, leisure and other programs and events.

IV. CONTENT STANDARDS / Intended Outcomes

- 1. EXAMINE THE SCOPE OF THE HOSPITALITY INDUSTRY
- 2. EXAMINE BUSINESS BASICS IN THE HOSPITALITY INDUSTRY
- 3. DEVELOP LEADERSHIP AND COMMUNICATION SKILLS
- 4. EXAMINE THE LODGING INDUSTRY
- 5. EXAMINE THE FOOD AND BEVERAGE INDUSTRY
- 6. EMPLOY JOB SEEKING SKILLS

<p style="text-align: center;">CURRICULUM FRAMEWORK Hospitality Services</p>
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1. Content Standard: EXAMINE THE SCOPE OF THE HOSPITALITY INDUSTRY

1.01 Competency: EXAMINE CAREERS IN THE HOSPITALITY INDUSTRY

PERFORMANCE INDICATORS:

1. List advantages and challenges of a hospitality career
2. Examine entry level, technical level, and professional level careers in hospitality
3. Describe employment opportunities in hospitality
4. Explain the interdependence of all jobs to success of the organization
5. Explain education and training experiences to meet career goals in the hospitality industry
6. Describe transferable skills required for employment and advancement in hospitality
7. Identify additional careers open to individuals in the hospitality industry
8. Describe entrepreneurial opportunities in the hospitality industry

1.02 Competency: ANALYZE THE IMPACT OF THE HOSPITALITY INDUSTRY ON THE ECONOMY

PERFORMANCE INDICATORS:

1. Examine how hospitality contributes to economic development
2. Examine the four segments in the hospitality industry
3. Analyze the economic contribution of each segment
4. Explain factors that impact the hospitality industry
5. Examine future trends in hospitality

1.03 Competency: EXAMINE SERVICE AS THE HEART OF HOSPITALITY

PERFORMANCE INDICATORS:

1. Evaluate the importance of guests
2. Articulate the needs that hospitality businesses satisfy
3. Demonstrate means of addressing customer needs
4. Analyze hospitality employee quality service
5. Demonstrate sensitivity to cultural differences
6. Identify potential barriers and make reasonable accommodations for guests with disabilities
7. Demonstrate appropriate actions, dress, and personal hygiene
8. Demonstrate methods of handling customer complaints
9. Provide services that satisfy guests and contribute to the reputation of the establishment

2. Content Standard: EXAMINE BUSINESS BASICS IN THE HOSPITALITY INDUSTRY

2.01 Competency: EXAMINE HOSPITALITY BUSINESS STRUCTURES

PERFORMANCE INDICATORS:

1. Compare single and multi unit structures of business
2. Differentiate between corporate-level and property specific structure
3. Explain the organizational structure of a hospitality business
4. Develop awareness of hospitality management tasks
5. Explain standard operating procedures in hospitality

2.02 Competency: EVALUATE THE ROLE OF HUMAN RESOURCES

PERFORMANCE INDICATORS:

1. Evaluate the importance of human resources
2. Analyze major functions of human resources
3. Explain the structure of compensation and benefits
4. Apply general policies, procedures and record keeping tasks
5. Examine issues that affect human resources management
6. Explain worksite policies concerning employer and employee rights including strategies for handling sexual harassment

2.03 Competency: ANALYZE SALES, MARKETING AND ACCOUNTING CONCEPTS IN THE HOSPITALITY INDUSTRY

PERFORMANCE INDICATORS:

1. Demonstrate the main areas of marketing (Product, Price, Place, Promotion) for the hospitality industry
2. Evaluate the main methods of marketing
3. Analyze the types of selling that takes place in the hospitality business
4. Describe the functions of the accounting department
5. Explain the responsibilities of the controller
6. Simulate all areas of the accounting department
7. Perform computer functions and applications
8. Explain the interrelationship of computer usage among the various department

2.04 Competency: EXAMINE THE FACTORS OF SAFETY AND SECURITY IN THE HOSPITALITY BUSINESS

PERFORMANCE INDICATORS:

1. Explain the importance of safety and health as they relate to security and emergency procedures
2. Evaluate the purpose of the Occupational Safety & Health Administration (OSHA)
3. Outline the responsibilities of hospitality employees for safety and accident prevention
4. Identify causes of accidents in the hospitality industry
5. Demonstrate procedures that prevent injuries and the spread of infection, illness or disease.
6. Determine the importance of an emergency plan and review an emergency plan
7. Respond appropriately to maintain personal safety of employees and guests.
8. Write appropriate incident/injury reports.

2.05 Competency: ASSESS LEGAL AND ETHICAL CONSIDERATIONS IN THE HOSPITALITY INDUSTRY

PERFORMANCE INDICATORS:

1. Examine categories of laws that affect hospitality businesses
2. Explain government regulation enforcement
3. Outline areas where liability issues arise
4. Explain the rights of guests
5. Describe a good work ethic
6. Outline guidelines for a good work ethic in hospitality

3. Content Standard: DEVELOP LEADERSHIP AND COMMUNICATION SKILLS

3.01 Competency: DEMONSTRATE HOSPITALITY MANAGEMENT SKILLS

PERFORMANCE INDICATORS:

1. Experience delegating responsibilities
2. Analyze the different management styles
3. Determine managerial responsibilities in hospitality
4. Exhibit critical and creative thinking skills, logical reasoning and problem solving.
5. Recognize problem situations, organize needed information, evaluate and select from alternative solutions

3.02 Competency: DEMONSTRATE EFFECTIVE COMMUNICATION SKILLS FOR HOSPITALITY

PERFORMANCE INDICATORS:

1. Demonstrate sending and receiving clear messages to guests and coworkers
2. Communicate effectively both orally and in writing
3. Demonstrate encouraging statements toward coworkers
4. Develop listening skills to attend to instructions and request clarification or additional information
5. Employ effective conflict prevention and conflict resolution skills
6. Demonstrate presentation and speaking skills

3.03 Competency: ASSESS THE BENEFITS OF TEAMWORK

PERFORMANCE INDICATORS:

1. Describe teamwork and leadership concepts and skills needed to be successful in work, family and community life.
2. Demonstrate abilities to work with classmates as well as coworkers
3. Practice team development strategies
4. Determine the importance of individual roles and responsibilities
5. Participate in student leadership organizations and activities

4. Content Standard: EXAMINE THE LODGING INDUSTRY

4.01 Competency: COMPARE THE DIFFERENT TYPES OF LODGING BUSINESSES

PERFORMANCE INDICATORS:

1. Compare the characteristics of a full service hotel, a limited service property, and specialty accommodations
2. Evaluate the importance of property location
3. Compare the relationship between level of service and price of a hotel room
4. Explain functions of the various departments of a lodging property
5. Explain the interaction of various lodging departments

4.02 Competency: ANALYZE THE FUNCTIONS OF THE FRONT-OFFICE AND ROOMS DIVISION

PERFORMANCE INDICATORS:

1. Describe the functions of the front office and rooms divisions
2. Explain the duties of the reservations department, uniformed services department, and telecommunications department
3. Demonstrate the ability to communicate financial transactions with guests.
4. Demonstrate techniques to provide information, make reservations, assist guests for events and services, dining, child care, local travel and entertainment
5. Analyze the steps in the hotel guest cycle

4.03 Competency: EXPERIENCE THE MAIN FUNCTIONS OF THE HOUSE-KEEPING DEPARTMENT AND EXECUTIVE HOUSEKEEPER

PERFORMANCE INDICATORS:

1. Explain the routine care and maintenance of rooms, public areas and offices.
2. Perform housekeeping tasks required in various locations of the property
3. Differentiate between clean and sanitary
4. Demonstrate the appropriate use and storage of equipment, tools and supplies
5. Explain appropriate laundering processes
6. Apply management skills to housekeeping and laundry tasks
7. Explain budgeting costs for housekeeping operation
8. Explain how furnishings linens and accessories are ordered and purchased.

4.04 Competency: EXAMINE SAFETY AND SECURITY ISSUES AND PREVENTION

PERFORMANCE INDICATORS:

1. Examine the major responsibilities of the security department
2. Explain the categories of threats to security
3. Examine the issues of liability
4. Explain the role of all employees in maintaining safety and security
5. Employ effective safety and emergency policies
6. Explain the main duties of the director of security

4.05 Competency: APPRAISE THE ROLE OF THE ENGINEERING DEPARTMENT

PERFORMANCE INDICATORS:

1. Explain the purpose and functions of the engineering department
2. Relate the responsibilities of the chief engineer and the engineering staff
3. Describe building systems for which engineering is responsible
4. Experience the responsibilities of engineering for guest rooms and public areas of the hotel
5. Outline the tasks of the groundskeepers

5. Content Standard: EXAMINE THE FOOD AND BEVERAGE INDUSTRY

5.01 Competency: EXAMINE THE TYPES OF FOOD SERVICE BUSINESSES

PERFORMANCE INDICATORS:

1. Compare and contrast commercial food and institutional food service businesses
2. Develop and give examples of food service within the hospitality business
3. Identify the functions that all foodservices must perform

5.02 Competency: DEMONSTRATE FOOD PREPARATION AND SERVICE

PERFORMANCE INDICATORS:

1. Apply menu-planning principles to develop and modify menus
2. Design a menu
3. Outline examples of food preparation and cooking methods
4. Demonstrate proper presentation and serving skills
5. Demonstrate proper table setup
6. Employ food production skills

5.03 Competency: OUTLINE RESTAURANT ORGANIZATION AND MANAGEMENT

PERFORMANCE INDICATORS:

1. Examine the functions of the Front of House and Back of House
2. Explain the responsibilities of the restaurant manager
3. Describe the responsibilities of the executive chef
4. Explain the importance of the steward and the dishwashing crew
5. Perform Front of House duties
6. Perform Back of House duties

5.04 Competency: DEMONSTRATE KNOWLEDGE OF HOTEL FOOD AND BEVERAGE SERVICES

PERFORMANCE INDICATORS:

1. Describe the role of the food and beverage director
2. Outline duties of each member of the banquet staff
3. Design meeting rooms for theatre style, school room, and banquet
4. Explain the role and function of room service
5. Examine the roles of the food and beverage department

5.05 Competency: EXAMINE THE PURCHASING AND RECEIVING ROLES IN FOOD AND BEVERAGE

PERFORMANCE INDICATORS:

1. Describe the role of a purchaser
2. Explain receiving and storage techniques
3. Demonstrate inventory control processes
4. Assess relationships with suppliers

5.06 Competency: DEMONSTRATE SAFETY AND SANITATION IN THE FOOD AND BEVERAGE INDUSTRY

PERFORMANCE INDICATORS:

1. Analyze the sources of food borne illnesses
2. Demonstrate food borne illness prevention techniques
3. Assess government agencies and regulations in the food and beverage industry
4. Demonstrate personal safety and first aid procedures in a food production environment
5. Explain HACCP
6. Describe the role of the manager in preventing food borne illnesses

6. Content Standard: EMPLOY JOB SEEKING SKILLS

6.01 Competency: SEEK EMPLOYMENT OPPORTUNITIES IN HOSPITALITY

PERFORMANCE INDICATORS:

1. Analyze qualities of a good hospitality employee
2. Acquire skills needed for hospitality employment
3. Explore employment in hospitality

6.02 Competency: DEMONSTRATE JOB APPLICATION SKILLS

PERFORMANCE INDICATORS:

1. Experience steps involved in applying for a job
2. Develop a resume and cover letter
3. Complete a job application
4. Prepare for an interview
5. Demonstrate the interview process

6.03 Competency: OBTAIN A JOB IN THE HOSPITALITY INDUSTRY

PERFORMANCE INDICATORS:

1. Demonstrate qualities of a good employee
2. Demonstrate ability to complete job tasks
3. Compete requirements for hospitality certification(s)
4. Acquire skills for keeping a job and advancing in a job

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