



2020-2021

Technical Skills Assessment

Hospitality Services

Results by Standard

Legend (%)		
0-50%	51-75%	76-100%

Assessment: Hospitality Services Number tested: 13	% Correct 17-18	% Correct 18-19	% Correct 20-21
CONTENT STANDARD 1.0: HOSPITALITY AND TOURISM INDUSTRY	72.32%	82.86%	78.10%
Performance Standard 1.1: Careers in Hospitality and Tourism	70.83%	70.00%	56.67%
1.1.5 Develop industry related transferable skills required for employment and advancement.	70.83%	70.00%	56.67%
Performance Standard 1.2: Job Application Skills	68.61%	82.00%	77.33%
1.2.1. Identify the steps involved in applying for a job.	81.94%	85.00%	93.33%
1.2.2. Complete a job application.	52.78%	80.00%	66.67%
1.2.3. Create a professional portfolio, including a resume and cover letter.	62.50%	80.00%	70.00%
1.2.4. Prepare for an interview.	81.94%	90.00%	86.67%
1.2.5. Demonstrate the interview process.	63.89%	75.00%	70.00%
Performance Standard 1.3: Current Trends	81.94%	75.00%	86.67%
1.3.3 Recognize the personal needs of all guests, employees and stakeholders, including those needing special accommodations (e.g., language, health, Americans with Disabilities Act [ADA] requirements, etc.).	81.94%	75.00%	86.67%
Performance Standard 1.4: Guest Services	73.81%	86.43%	80.48%
1.4.1 Define moments of truth.	52.78%	70.00%	80.00%
1.4.2 Define exceptional guest service.	73.15%	80.00%	80.00%
1.4.3 Evaluate the importance of guests.	69.44%	85.00%	73.33%
1.4.4 Articulate the needs of guests.	94.44%	100.00%	96.67%
1.4.5 Demonstrate means of anticipating and exceeding guests needs.	68.52%	90.00%	80.00%
1.4.6 Demonstrate methods of conflict resolution and guest recovery.	75.93%	86.67%	75.56%
CONTENT STANDARD 2.0: BUSINESS ESSENTIALS	65.87%	73.43%	64.76%
Performance Standard 2.1.: Business Structures	61.11%	30.00%	53.33%
2.1.1 Describe the role of franchising, independently operated companies, and management companies.	61.11%	30.00%	53.33%
Performance Standard 2.2: Economic Impact	75.00%	90.00%	80.00%
2.2.1 Examine how the industry contributes to economic development.	75.00%	90.00%	80.00%

Assessment: Hospitality Services Number tested: 13	% Correct 17-18	% Correct 18-19	% Correct 20-21
Performance Standard 2.3: Human Resources	65.28%	76.67%	62.22%
2.3.3 Understand and apply general policies, procedures and record keeping tasks.	40.28%	60.00%	36.67%
2.3.5 Understand local, state, and federal regulations and laws, e.g. Title IX, ADA, EEOC, OSHA, required employment documentation, etc.	81.94%	90.00%	80.00%
2.3.7 Explain scheduling, staffing levels, training and evaluation procedures.	73.61%	80.00%	70.00%
Performance Standard 2.4: Sales, Marketing and Accounting Concepts	66.67%	71.67%	65.56%
2.4.1 Demonstrate the main areas of marketing (e.g. Product, Price, Place, Promotion) in the industry.	69.44%	70.00%	56.67%
2.4.2 Define target markets and market segmentation.	63.89%	70.00%	93.33%
2.4.4 Describe the types of selling utilized in the industry.	66.67%	60.00%	60.00%
2.4.6 Explain the interrelationship of operating systems between the various departments.	63.89%	100.00%	66.67%
Performance Standard 2.5: Safety and Security	74.60%	79.29%	74.29%
2.5.1 Explain the importance of safety and health as they relate to risk management and liability.	80.56%	100.00%	93.33%
2.5.2 Evaluate the purpose of the Occupational Safety & Health Administration (OSHA), Hazard Analysis Critical Control Points (HACCP).	62.50%	65.00%	43.33%
2.5.3 Identify causes of accidents and outline the responsibilities of employees for safety and accident prevention	80.56%	80.00%	100.00%
2.5.4 Demonstrate procedures that prevent injuries and the spread of infection, illness or disease.	81.48%	83.33%	80.00%
2.5.5 Determine the importance of an emergency plan and review an emergency plan.	65.28%	80.00%	53.33%
2.5.6 Discuss the importance of proper documentation of incident/injury.	63.89%	70.00%	80.00%
2.5.7 Explain the role of all employees in maintaining safety and security.	87.50%	75.00%	80.00%
Performance Standard 2.6: Legal and Ethical Considerations	47.62%	64.29%	46.67%
2.6.1 Examine laws and enforcement of local, state, federal, and global regulations that affect hospitality and tourism businesses.	11.11%	0.00%	13.33%
2.6.2 Outline areas where liability issues arise.	72.22%	100.00%	66.67%
2.6.3 Explain the industry standards of guests rights e.g. privacy, safety, common law, etc.	38.89%	70.00%	43.33%
2.6.4 Outline an employees personal behaviors and ethical implications in the industry.	44.44%	60.00%	40.00%
2.6.5 Identify confidential, proprietary information of a business.	63.89%	75.00%	60.00%
CONTENT STANDARD 3.0 LEADERSHIP SKILLS	80.05%	82.27%	88.48%
Performance Standard 3.1: Hospitality and Tourism Management Skills	63.43%	63.33%	77.78%
3.1.1 Exhibit critical and creative thinking skills, logical reasoning and problem solving.	47.22%	60.00%	63.33%
3.1.4 Discuss the importance of delegation and employee empowerment.	62.50%	60.00%	83.33%
3.1.5 Recognize problem situations, practicing proactive vs. reactive techniques.	80.56%	70.00%	86.67%
Performance Standard 3.2: Effective Communication Skills	87.15%	93.75%	93.33%
3.2.1 Demonstrate effective electronic, written, verbal, and non verbal communication skills.	91.67%	95.00%	96.67%

Assessment: Hospitality Services Number tested: 13	% Correct 17-18	% Correct 18-19	% Correct 20-21
3.2.2 Demonstrate positive communication in the workplace.	94.44%	100.00%	100.00%
3.2.3 Develop effective listening skills.	81.94%	90.00%	93.33%
3.2.4 Model effective conflict prevention and resolution skills.	80.56%	90.00%	83.33%
Performance Standard 3.3: Teamwork	85.42%	85.00%	91.67%
3.3.1 Describe teamwork and leadership concepts and skills needed to be successful in work, family and community life.	93.06%	90.00%	100.00%
3.3.2 Demonstrate abilities to work with others.	90.28%	75.00%	93.33%
3.3.3 Analyze the relationship between guest satisfaction and employee attitude, appearance and actions.	69.44%	80.00%	80.00%
3.3.4 Practice team development strategies and the importance of individual roles and responsibilities.	88.89%	95.00%	93.33%
CONTENT STANDARD 4.0 LODGING	65.48%	77.14%	61.90%
Performance Standard 4.1: Types of Lodging Businesses	81.94%	95.00%	76.67%
4.1.1 Differentiate among the types of lodging accommodations and guest amenities.	81.94%	95.00%	76.67%
Performance Standard 4.2: Front Office and Rooms Division	58.89%	70.00%	56.00%
4.2.3 Analyze the steps in the guest cycle.	61.11%	80.00%	60.00%
4.2.5 Identify housekeeping tasks required in various locations of the property.	83.33%	100.00%	60.00%
4.2.6 Differentiate between clean and sanitary.	50.00%	56.67%	53.33%
CONTENT 5.0 FOOD AND BEVERAGE	70.83%	76.25%	71.67%
Performance Standard 5.1: Foundational Knowledge and Skills of Food and Beverage Operations	70.83%	76.25%	71.67%
5.1.3 Explain front and back of the house operations and positions.	91.67%	100.00%	86.67%
5.1.6 Explain the importance of proper sanitation in food and beverage operations.	66.67%	76.67%	80.00%
5.1.7 Examine the equipment and supplies used in food and beverage operations.	55.56%	60.00%	40.00%
5.1.8 Demonstrate proper presentation, serving skills, and proper table setup.	63.89%	60.00%	60.00%