IDAHO
Division of Career Technical Education

Results by Standard

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

Assessment: Hospitality Management Number tested: 4	% Correct 20-21	% Correct 21-22*	% Correct 22-23*
CONTENT STANDARD 1.0: HOSPITALITY BUSINESS RELATIONS MANAGEMENT	77.22%		
Performance Standard 1.1: Organizational Culture of the Hospitality Industry	70.00%		
1.1.1 Demonstrate professional techniques of communication.	75.00%		
1.1.2 Demonstrate professional, effective digital, written, verbal, and non-verbal communication skills.	90.00%		
1.1.4 Demonstrate positive communication in the workplace.	33.33%		
1.1.5 Develop effective listening skills.	75.00%		
1.1.6 Model effective conflict prevention and resolution skills.	62.50%		
Performance Standard 1.2: Internal Operations Communication	83.33%		
1.2.2 Demonstrate professional communication between employee, supervisor, and co-workers.	83.33%		
Performance Standard 1.3: Hospitality Law and Ethics	83.33%		
1.3.1 Recognize the community impact of unethical behavior.	58.33%		
1.3.3 Demonstrate an understanding of guest privacy and information protection.	95.00%		
1.3.4 Identify ethical behavior within an organizational culture.	87.50%		
Performance Standard 1.4: Current Trends	82.50%		
1.4.1 Investigate current trends.	75.00%		
1.4.2 Evaluate the effects of current trends.	75.00%		
1.4.6 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.).	90.00%		
CONTENT STANDARD 2.0: HOSPITALITY BUSINESS STRUCTURE AND CHARACTERISTICS	78.57%		
Performance Standard 2.1: Operations Management	82.14%		
2.1.1 Create safety and security procedures.	93.75%		
2.1.3 Understands tools, strategies, and systems used to maintain, monitor, control, and plan the use of	75.00%		
2.1.4 Monitor, plan, and control day-to-day activities.	62.50%		
Performance Standard 2.3: Facilities Management	41.67%		

*No students tested

Assessment: Hospitality Management Number tested: 4	% Correct 20-21	% Correct 21-22*	% Correct 22-23*
2.3.1 Understand and locate compliance and regulations at local, state, and national levels.	41.67%		
Performance Standard 2.4: Events Management	100.00%		
2.4.1 Identify and analyze the planning of a variety of events.	100.00%		
2.4.2 Create a pre-through-post event logistics plan.	100.00%		
CONTENT STANDARD 3.0: DIGITAL LITERACY IN HOSPITALITY	37.50%		
Performance Standard 3.1: Hospitality Technology Tools	37.50%		
3.1.2 Demonstrate the use of word processing, spreadsheet and presentation applications.	37.50%		
CONTENT STANDARD 4.0: HOSPITALITY FINANCE AND ECONOMIC IMPACT	43.75%		
Performance Standard 4.1: Finance	43.75%		
4.1.2 Read and decipher financial statements.	62.50%		
4.1.4 Identify revenue and cost centers.	25.00%		
CONTENT STANDARD 5.0: HOSPITALITY BUSINESS STRATEGIES	69.83%		
Performance Standard 5.1: Food and Beverage (F&B)	80.77%		
5.1.1 Examine food and beverage operations in various contexts.	83.33%		
5.1.2 Compare and contrast the classification of food services operations.	100.00%		
5.1.3 Explain the importance of proper sanitation in food and beverage operations.	68.75%		
5.1.4 Examine the equipment and supplies used in food and beverage operations.	75.00%		
5.1.5 Explain front- and back-of-the-house operations and positions.	100.00%		
Performance Standard 5.3: Lodging Management	75.00%		
5.3.5 Describe the purpose of guest relations.	66.67%		
5.3.6 Explain the role of guest services.	83.33%		
Performance Standard 5.4: Hospitality Marketing	52.50%		
5.4.1 Evaluate the impact of brand management strategies.	33.33%		
5.4.2 Create and develop a social media platform and campaign.	100.00%		
5.4.3 Identify factors that influence guest experiences throughout the guest life cycle.	50.00%		
5.4.4 Develop a marketing plan for the hospitality industry.	58.33%		
CONTENT STANDARD 6.0: PROFESSIONAL DEVELOPMENT	25.00%		
Performance Standard 6.1: Career Advancement and Networking	25.00%		
6.1.1 Participate in career advancement activities and career planning to enhance professional development.	25.00%		
6.1.2 Review and understand industry specific associations and certifications.	25.00%		

*No students tested