



2022-2023 Technical Skills Assessment Hospitality Services

Results by Standard

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

Assessment: Hospitality Services Number Tested: 8	% Correct 21-22	% Correct 22-23
Program 1: CONTENT STANDARD 1.0: HOSPITALITY AND TOURISM INDUSTRY	68.49%	62.99%
Duty 1: Performance Standard 1.1: Careers in Hospitality and Tourism	32.35%	50.00%
Standard 5: 1.1.5 Develop industry related transferable skills required for employment and advancement.	32.35%	50.00%
Duty 2: Performance Standard 1.2: Job Application Skills	70.00%	65.45%
Standard 1: 1.2.1. Identify the steps involved in applying for a job.	79.41%	68.18%
Standard 2: 1.2.2. Complete a job application.	67.65%	40.91%
Standard 3: 1.2.3. Create a professional portfolio, including a resume and cover letter.	55.88%	63.64%
Standard 4: 1.2.4. Prepare for an interview.	85.29%	95.45%
Standard 5: 1.2.5. Demonstrate the interview process.	61.76%	59.09%
Duty 3: Performance Standard 1.3: Current Trends	76.47%	68.18%
Standard 3: 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.).	76.47%	68.18%
Duty 4: Performance Standard 1.4: Guest Services	71.43%	62.34%
Standard 1: 1.4.1 Define moments of truth.	70.59%	63.64%
Standard 2: 1.4.2 Define exceptional guest service.	62.75%	66.67%
Standard 3: 1.4.3 Evaluate the importance of guests.	64.71%	45.45%
Standard 4: 1.4.4 Articulate the needs of guests.	85.29%	77.27%
Standard 5: 1.4.5 Demonstrate means of anticipating and exceeding guests needs.	72.55%	63.64%
Standard 6: 1.4.6 Demonstrate methods of conflict resolution and guest recovery.	74.51%	57.58%
Program 2: CONTENT STANDARD 2.0: BUSINESS ESSENTIALS	60.17%	52.73%
Duty 1: Performance Standard 2.1.: Business Structures	41.18%	54.55%
Standard 1: 2.1.1 Describe the role of franchising, independently operated companies, and management companies.	41.18%	54.55%
Duty 2: Performance Standard 2.2: Economic Impact	76.47%	81.82%
Standard 1: 2.2.1 Examine how the industry contributes to economic development.	76.47%	81.82%

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Duty 3: Performance Standard 2.3: Human Resources	47.06%	42.42%
Standard 3: 2.3.3 Understand and apply general policies, procedures and record keeping tasks.	32.35%	31.82%
Standard 5: 2.3.5 Understand local, state, and federal regulations and laws, e.g. Title IX, ADA, EEOC, OSHA, required	73.53%	72.73%
Standard 7: 2.3.7 Explain scheduling, staffing levels, training and evaluation procedures.	35.29%	22.73%
Duty 4: Performance Standard 2.4: Sales, Marketing and Accounting Concepts	59.80%	40.91%
Standard 1: 2.4.1 Demonstrate the main areas of marketing (e.g. Product, Price, Place, Promotion) in the industry.	61.76%	45.45%
Standard 2: 2.4.2 Define target markets and market segmentation.	70.59%	36.36%
Standard 4: 2.4.4 Describe the types of selling utilized in the industry.	64.71%	50.00%
Standard 6: 2.4.6 Explain the interrelationship of operating systems between the various departments.	35.29%	18.18%
Duty 5: Performance Standard 2.5: Safety and Security	71.43%	64.29%
Standard 1: 2.5.1 Explain the importance of safety and health as they relate to risk management and liability.	85.29%	77.27%
Standard 2: 2.5.2 Evaluate the purpose of the Occupational Safety & Health Administration (OSHA), Hazard Analysis	41.18%	27.27%
Standard 3: 2.5.3 Identify causes of accidents and outline the responsibilities of employees for safety and accident	58.82%	90.91%
Standard 4: 2.5.4 Demonstrate procedures that prevent injuries and the spread of infection, illness or disease.	78.43%	63.64%
Standard 5: 2.5.5 Determine the importance of an emergency plan and review an emergency plan.	70.59%	63.64%
Standard 6: 2.5.6 Discuss the importance of proper documentation of incident/injury.	67.65%	63.64%
Standard 7: 2.5.7 Explain the role of all employees in maintaining safety and security.	88.24%	77.27%
Duty 6: Performance Standard 2.6: Legal and Ethical Considerations	49.58%	44.16%
Standard 1: 2.6.1 Examine laws and enforcement of local, state, federal, and global regulations that affect hospitality and tourism businesses.	23.53%	18.18%
Standard 2: 2.6.2 Outline areas where liability issues arise.	76.47%	72.73%
Standard 3: 2.6.3 Explain the industry standards of guests rights e.g. privacy, safety, common law, etc.	38.24%	22.73%
Standard 4: 2.6.4 Outline an employees personal behaviors and ethical implications in the industry.	41.18%	45.45%
Standard 5: 2.6.5 Identify confidential, proprietary information of a business.	64.71%	63.64%
Program 3: CONTENT STANDARD 3: LEADERSHIP SKILLS	75.13%	72.31%
Duty 1: Performance Standard 3.1: Hospitality and Tourism Management Skills	60.78%	60.61%
Standard 1: 3.1.1 Exhibit critical and creative thinking skills, logical reasoning and problem solving.	52.94%	54.55%
Standard 4: 3.1.4 Discuss the importance of delegation and employee empowerment.	50.00%	68.18%
Standard 5: 3.1.5 Recognize problem situations, practicing proactive vs. reactive techniques.	79.41%	59.09%
Duty 2: Performance Standard 3.2: Effective Communication Skills	83.82%	76.14%
Standard 1: 3.2.1 Demonstrate effective electronic, written, verbal, and non verbal communication skills.	91.18%	81.82%
Standard 2: 3.2.2 Demonstrate positive communication in the workplace.	91.18%	90.91%
Standard 3: 3.2.3 Develop effective listening skills.	73.53%	59.09%
Standard 4: 3.2.4 Model effective conflict prevention and resolution skills.	79.41%	72.73%

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Duty 3: Performance Standard 3.3: Teamwork	77.21%	77.27%
Standard 1: 3.3.1 Describe teamwork and leadership concepts and skills needed to be successful in work, family and community life.	82.35%	86.36%
Standard 2: 3.3.2 Demonstrate abilities to work with others.	79.41%	90.91%
Standard 3: 3.3.3 Analyze the relationship between guest satisfaction and employee attitude, appearance and actions.	64.71%	68.18%
Standard 4: 3.3.4 Practice team development strategies and the importance of individual roles and responsibilities.	82.35%	63.64%
Program 4: CONTENT STANDARD 4: LODGING	58.82%	58.44%
Duty 1: Performance Standard 4.1: Types of Lodging Businesses	79.41%	86.36%
Standard 1: 4.1.1 Differentiate among the types of lodging accommodations and guest amenities.	79.41%	86.36%
Duty 2: Performance Standard 4.2: Front Office and Rooms Division	50.59%	47.27%
Standard 3: 4.2.3 Analyze the steps in the guest cycle.	52.94%	27.27%
Standard 5: 4.2.5 Identify housekeeping tasks required in various locations of the property.	70.59%	72.73%
Standard 6: 4.2.6 Differentiate between clean and sanitary.	43.14%	45.45%
Program 5: CONTENT STANDARD 5: FOOD AND BEVERAGE	66.18%	57.95%
Duty 1: Performance Standard 5.1: Foundational Knowledge and Skills of Food and Beverage Operations	66.18%	57.95%
Standard 3: 5.1.3 Explain front and back of the house operations and positions.	76.47%	54.55%
Standard 6: 5.1.6 Explain the importance of proper sanitation in food and beverage operations.	76.47%	63.64%
Standard 7: 5.1.7 Examine the equipment and supplies used in food and beverage operations.	41.18%	36.36%
Standard 8: 5.1.8 Demonstrate proper presentation, serving skills, and proper table setup.	52.94%	63.64%