



2024-2025

Technical Skills Assessment

Hospitality Management

Results by Standard

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

Assessment: Hospitality Management	% Correct	% Correct
Number Tested: 10	23-24	24-25
CONTENT STANDARD 1.0: HOSPITALITY BUSINESS RELATIONS MANAGEMENT	54.07%	54.34%
Performance Standard 1.1: Organizational Culture of the Hospitality Industry	51.67%	54.09%
1.1.1 Demonstrate professional techniques of communication.	66.67%	57.58%
1.1.2 Demonstrate professional, effective digital, written, verbal, and non-verbal communication skills.	46.67%	58.18%
1.1.4 Demonstrate positive communication in the workplace.	22.22%	42.42%
1.1.5 Develop effective listening skills.	73.33%	52.73%
1.1.6 Model effective conflict prevention and resolution skills.	41.67%	56.82%
Performance Standard 1.2: Internal Operations Communication	33.33%	57.58%
1.2.2 Demonstrate professional communication between employee, supervisor, and co-workers.	33.33%	57.58%
Performance Standard 1.3: Hospitality Law and Ethics	63.89%	57.58%
1.3.1 Recognize the community impact of unethical behavior.	44.44%	42.42%
1.3.3 Demonstrate an understanding of guest privacy and information protection.	80.00%	67.27%
1.3.4 Identify ethical behavior within an organizational culture.	58.33%	56.82%
Performance Standard 1.4: Current Trends	53.33%	50.00%
1.4.1 Investigate current trends.	55.56%	30.30%
1.4.2 Evaluate the effects of current trends.	33.33%	59.09%
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.).	60.00%	58.18%
CONTENT STANDARD 2.0: HOSPITALITY BUSINESS STRUCTURE AND CHARACTERISTICS	57.14%	53.90%
Performance Standard 2.1: Operations Management	61.90%	57.14%
2.1.1 Create safety and security procedures.	66.67%	59.09%
2.1.3 Understands tools, strategies, and systems used to maintain, monitor, control, and plan the use of human resources, equipment and logistics.	0.00%	36.36%

2.1.4 Monitor, plan, and control day-to-day activities.	83.33%	63.64%
Performance Standard 2.3: Facilities Management	55.56%	33.33%
2.3.1 Understand and locate compliance and regulations at local, state, and national levels.	55.56%	33.33%
Performance Standard 2.4: Events Management	50.00%	63.64%
2.4.1 Identify and analyze the planning of a variety of events.	33.33%	59.09%
2.4.2 Create a pre-through-post event logistics plan.	66.67%	68.18%
CONTENT STANDARD 3.0: DIGITAL LITERACY IN HOSPITALITY	33.33%	22.73%
Performance Standard 3.1: Hospitality Technology Tools	33.33%	22.73%
3.1.2 Demonstrate the use of word processing, spreadsheet and presentation applications.	33.33%	22.73%
CONTENT STANDARD 4.0: HOSPITALITY FINANCE AND ECONOMIC IMPACT	16.67%	36.36%
Performance Standard 4.1: Finance	16.67%	36.36%
4.1.2 Read and decipher financial statements.	16.67%	43.18%
4.1.4 Identify revenue and cost centers.	16.67%	29.55%
CONTENT STANDARD 5.0: HOSPITALITY BUSINESS STRATEGIES	47.13%	55.17%
Performance Standard 5.1: Food and Beverage (F&B)	43.59%	55.94%
5.1.1 Examine food and beverage operations in various contexts.	44.44%	63.64%
5.1.2 Compare and contrast the classification of food services operations.	50.00%	68.18%
5.1.3 Explain the importance of proper sanitation in food and beverage operations.	33.33%	52.27%
5.1.4 Examine the equipment and supplies used in food and beverage operations.	33.33%	45.45%
5.1.5 Explain front- and back-of-the-house operations and positions.	100.00%	54.55%
Performance Standard 5.3: Lodging Management	72.22%	53.03%
5.3.5 Describe the purpose of guest relations.	77.78%	51.52%
5.3.6 Explain the role of guest services.	66.67%	54.55%
Performance Standard 5.4: Hospitality Marketing	36.67%	55.45%
5.4.1 Evaluate the impact of brand management strategies.	22.22%	57.58%
5.4.2 Create and develop a social media platform and campaign.	33.33%	45.45%
5.4.3 Identify factors that influence guest experiences throughout the guest life cycle.	44.44%	60.61%
5.4.4 Develop a marketing plan for the hospitality industry.	44.44%	51.52%
CONTENT STANDARD 6.0: PROFESSIONAL DEVELOPMENT	50.00%	36.36%
Performance Standard 6.1: Career Advancement and Networking	50.00%	36.36%
6.1.1 Participate in career advancement activities and career planning to enhance professional development.	66.67%	36.36%
6.1.2 Review and understand industry specific associations and certifications.	33.33%	36.36%