# Foundations of Hospitality & Lodging Course No. 16101 Credit: 0.5

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| **Student name:**  |  | **Graduation Date:** |  |

Pathways and CIP Codes:Travel & Tourism (52.0901)

Course Description: **Technical Level:** This course provides students with an overview of the knowledge and skills related to the business of lodging. It will include an exploration of the many aspects of the industry, basic processes, and procedures (i.e., housekeeping, check in procedures) as well as the guest cycle.

Directions:The following competencies are required for full approval of this course. Check the appropriate number to indicate the level of competency reached for learner evaluation.

**RATING SCALE:**

4. Exemplary Achievement: Student possesses outstanding knowledge, skills or professional attitude.

3. Proficient Achievement:Student demonstrates good knowledge, skills or professional attitude. Requires limited supervision.

2. Limited Achievement:Student demonstrates fragmented knowledge, skills or professional attitude. Requires close supervision.

1. Inadequate Achievement:Student lacks knowledge, skills or professional attitude.

0. No Instruction/Training:Student has not received instruction or training in this area.

## Benchmark 1: Analyze careers and work qualities within the hospitality, tourism, recreation and event planning industries.

### Competencies

| **#** | **DESCRIPTION** | **RATING** |
| --- | --- | --- |
| 1.1 | Identify career opportunities within the lodging industry (full and select service) and the skills/experiences needed for the career path. |  |
| 1.2 | Analyze the different positions within the lodging industry and the role of hospitality in each (e.g. bell person, luggage and transportation, valet, door person, concierge, desk clerk, management). |  |
| 1.3 | Examine how professionalism impacts a positive experience for guests and fellow employees (appearance/attire, attitude, picking up on verbal and non-verbal skills, social media). |  |
| 1.4 | Understand the need for accuracy in mathematics, reading comprehension and writing to correctly deliver products or services in lodging.  |  |
| 1.5 | Demonstrate leadership, teamwork and communication skills needed to create a good working environment.  |  |
| 1.6 | Analyze the organizational structure of the lodging industries and explain the role of individual departments as they impact the business as a whole. |  |

## Benchmark 2: Understand the safety and security procedures for various departments (i.e. housekeeping, front desk).

### Competencies

| **#** | **DESCRIPTION** | **RATING** |
| --- | --- | --- |
| 2.1 | Analyze how to provide services to all guests (i.e. guests with disabilities, elderly, pet owners, families with children, etc.). |  |
| 2.2 | Compare and contrast housekeeping procedures for departure vs stay-over.  |  |
| 2.3 | Analyze an action plan to address health and emergency hazards (biohazards safety and pests). |  |

## Benchmark 3: Apply concepts of quality service to assure customer satisfaction.

### Competencies

| **#** | **DESCRIPTION** | **RATING** |
| --- | --- | --- |
| 3.1 | Apply industry standards for service that meets cultural and geographic expectations of guests or customers. |  |
| 3.2 | Analyze front office operations to ensure quality service and guest satisfaction. |  |
| 3.3 | Evaluate customer service evaluation documents. |  |
| 3.4 | Determine communication strategies to foster positive relationships and/or solve guest conflicts. |  |
| 3.5 | Demonstrate telephone and communications systems etiquette. |  |
| 3.6 | Demonstrate effective cultural awareness and customer relations to meet the hospitality, tourism and recreation needs of special populations. |  |

## Benchmark 4: Demonstrate an understanding of the hospitality and lodging industry.

### Competencies

| **#** | **DESCRIPTION** | **RATING** |
| --- | --- | --- |
| 4.1 | Explain the interrelationship of lodging and hospitality. |  |
| 4.2 | Compare and contrast the different classifications of hotels and lodging positions to include types of hotels and service levels (e.g. Select and full-service hotels, bed and breakfast, chains, Airbnb). |  |
| 4.3 | Identify property organization to include hotel divisions and departments. |  |
| 4.4 | Analyze government regulations pertaining to health, safety and sanitation practices in the hospitality industry. |  |
| 4.5 | Understand the stages in a guest cycle (i.e. pre-arrival, arrival, occupancy and departure) and the staff responsibilities or processes that are completed in each step. |  |
| 4.6 | Analyze the guest check in and information collection process (guest reviews and surveys).  |  |
| 4.7 | Identify different types of revenue and costs in the hotel industry and how they impact profits. |  |
| 4.8 | Explain the role of the hotel food and beverage division within a lodging venue (i.e. pantry, restaurants, banquets and catering, room service, breakfast buffet). |  |

## Benchmark 5: Enhance career readiness through practicing appropriate skills in hospitality and lodging industries.

### Competencies

| **#** | **DESCRIPTION** | **RATING** |
| --- | --- | --- |
| 5.1 | Demonstrate self-discipline, self-worth, positive attitude and integrity in work place. |  |
| 5.2 | Demonstrate flexibility and willingness to learn new knowledge and skills. |  |
| 5.3 | Prioritize tasks to be completed. |  |
| 5.4 | Use information technology tools to manage and perform tasks related to this industry. |  |
| 5.5 | Demonstrate time management skills. |  |
| 5.6 | Review and enhance an electronic career portfolio to document knowledge, skills and experiences, and individual plan of study. |  |

I certify that the student has received training in the areas indicated.

Instructor Signature:

For more information, contact:

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