

# State-Approved Technical Skill Assessments

## Pathways: Recreation, Amusements, and Attractions

### Cluster: Hospitality and Tourism

CLUSTER/ PATHWAY/ PROGRAM	CERTIFICATION / ASSESSMENT TITLE	TYPE	ISSUING ORGANIZATION	WEBSITE <a href="#">Please report broken weblinks</a>	ELIGIBILITY REQUIREMENTS / PREREQUISITES	ADMINISTRA- TION ELIGIBILITY (Written, Oral, Practical, etc.)	PASSING SCORE	COST	COMMENTS
<span style="color: green;">●</span> For use at SECONDARY    For use at SECONDARY    For use at SECONDARY    For use at SECONDARY									
Hospitality & Tourism (CLUSTER)	Employability	Academic Assessment	SkillsUSA	<a href="http://www.workforcereadysystem.org/media/blueprints/Employability_blueprint.pdf">http://www.workforcereadysystem.org/media/blueprints/Employability_blueprint.pdf</a>	Broad-based assessment that verifies student mastery of the knowledge and skills in employability/workplace readiness.	Online	73%	\$20 per exam for non-member; Receive a discount if member of SkillsUSA \$10 per exam plus \$14 membership dues	50 item exam; estimated assessment time up to 1 hour
Hospitality & Tourism (CLUSTER)	Customer Service	Academic Assessment	SkillsUSA	<a href="http://www.workforcereadysystem.org/media/blueprints/CustomerService_blueprint.pdf">http://www.workforcereadysystem.org/media/blueprints/CustomerService_blueprint.pdf</a>	Broad-based assessment that verifies student mastery of the knowledge and skills in customer service.	Online	65%	\$20 per exam for non-member; Receive a discount if member of SkillsUSA \$10 per exam plus \$14 membership dues	50 item exam; estimated assessment time up to 1 hour

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	SkillsUSA Work Force Ready System	SkillsUSA	SITE COORDINATOR	Each institution / consortium should have a coordinator who contacts SkillsUSA to obtain assessment exams, proctoring information, data management needs, and other important functions. Your Proctor name, email address and phone number are required when ordering assessments to be administered to students.	Click below for the SkillsUSA Work Force Ready System Web site and browse the various Assessment Links and other details: <a href="http://www.workforcereadysystem.org">http://www.workforcereadysystem.org</a>				
<b>Hospitality &amp; Tourism (CLUSTER)</b>	Culinary Arts	Pre-Professional Assessment & Certification Pre-PAC	American Association of Family & Consumer Sciences (AAFCS)	<a href="http://www.aafcs.org/CredentialingCenter/Assessment_Portfolio.asp">http://www.aafcs.org/CredentialingCenter/Assessment_Portfolio.asp</a>	Assessment verifies student mastery of the knowledge and skills that provide the foundation for culinary arts	Online	65%	\$25 per exam for non-member; Minnesota is not a member	Use this link for managing assessments and certifications: <a href="http://www.aafcs.org/CredentialingCenter/test.asp">http://www.aafcs.org/CredentialingCenter/test.asp</a>
<b>Hospitality &amp; Tourism (CLUSTER)</b>	ServSafe Food Handler	Certification	National Restaurant Association	<a href="https://www.servsafe.com/home">https://www.servsafe.com/home</a>	Can be taken after completing either traditional classroom or online training.	Online or classroom certification	70%	\$15 for training & exam	Certification assessment on basic food safety practices for preparing and serving food

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Hospitality & Tourism (CLUSTER)	ServSafe Manager	Certification	National Restaurant Association	<a href="https://www.servsafe.com/home">https://www.servsafe.com/home</a>	Can be taken after completing either traditional classroom or online training.	Online or classroom certification	70%	\$125 per online course & exam	Manager training on foodborne illness, how to prevent it and how to train employees in food sanitation
Hospitality & Tourism (CLUSTER)	Hospitality: Food Handler - Introductory	Academic Assessment	OK CareerTech	<a href="http://www.okcareertech.org/educators/assessments-and-testing/testing/study-guides/StudyGuideList20162017.pdf">http://www.okcareertech.org/educators/assessments-and-testing/testing/study-guides/StudyGuideList20162017.pdf</a>	Assessment verifies student mastery of the knowledge and skills that provide the foundation for food preparation as a food handler; aligned with Pro-Start	Online	70%	\$12 per exam	40 item multiple choice exam; estimated assessment time up to 1 hour
Hospitality & Tourism (CLUSTER)	Hospitality: Cold Food/ Prep Cook	Academic Assessment	OK CareerTech	<a href="http://www.okcareertech.org/educators/assessments-and-testing/testing/study-guides/StudyGuideList20162017.pdf">http://www.okcareertech.org/educators/assessments-and-testing/testing/study-guides/StudyGuideList20162017.pdf</a>	Assessment verifies student mastery of the knowledge and skills that provide the foundation for food preparation as a cold food/prep cook; aligned with Pro-Start	Online	70%	\$12 per exam	40 item multiple choice exam; estimated assessment time up to 1 hour

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Hospitality & Tourism (CLUSTER)	Hospitality: Hot Food Cook	Academic Assessment	OK CareerTech	<a href="http://www.okcareertech.org/educators/assessments-and-testing/testing/study-guides/StudyGuideList20162017.pdf">http://www.okcareertech.org/educators/assessments-and-testing/testing/study-guides/StudyGuideList20162017.pdf</a>	Assessment verifies student mastery of the knowledge and skills that provide the foundation for food preparation as a hot food cook; aligned with Pro-Start	Online	70%	\$12 per exam	40 item multiple choice exam; estimated assessment time up to 1 hour
Hospitality & Tourism (CLUSTER)	Entrepreneur	Academic Assessment	OK CareerTech	<a href="http://www.okcareertech.org/educators/assessments-and-testing/testing/study-guides/StudyGuideList20162017.pdf">http://www.okcareertech.org/educators/assessments-and-testing/testing/study-guides/StudyGuideList20162017.pdf</a>	Assessment verifies student mastery of the knowledge and skills that provide the foundation for entrepreneurship	Online	70%	\$12 per exam	40 item multiple choice exam; estimated assessment time up to 1 hour
Hospitality & Tourism (CLUSTER)	Manager Trainee	Academic Assessment	OK CareerTech	<a href="http://www.okcareertech.org/educators/assessments-and-testing/testing/study-guides/StudyGuideList20162017.pdf">http://www.okcareertech.org/educators/assessments-and-testing/testing/study-guides/StudyGuideList20162017.pdf</a>	Assessment verifies student mastery of the knowledge and skills that provide the foundation for a manager trainee	Online	70%	\$12 per exam	40 item multiple choice exam; estimated assessment time up to 1 hour

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	Careertech Testing Information for Consortia Leaders and/or High School Testing Coordinators	Careertech	TESTING AGREEMENT	Each institution/ consortium should have a Testing Coordinator who contacts Careertech to obtain assessment exams, proctoring information, data management needs, and other important functions. Click here for the Careertech Testing Agreement form: <a href="http://www.okcareertech.org/about/state-agency/divisions/testing">http://www.okcareertech.org/about/state-agency/divisions/testing</a>					
<b>Hospitality &amp; Tourism (CLUSTER)</b>	Prostart Certificate of Achievement	Certification	National Restaurant Association Education Foundation	<a href="http://www.nraef.org/ProStart">http://www.nraef.org/ProStart</a>	Must pass the National Restaurant Association's Year 1 and Year 2 exams, and complete 400 hours of mentored work experience.	Online or classroom certification	70%	\$17.95 per exam	Contact Hospitality Minnesota for further information on curriculum that connects with this certification.

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Hospitality & Tourism (CLUSTER)	Restaurant, Food, and Beverage Services	Academic Assessment	NOCTI	<a href="http://www.nocti.org/PDFs/JobReady/1286_Restaurant_Food_Beverage_Services.pdf">http://www.nocti.org/PDFs/JobReady/1286_Restaurant_Food_Beverage_Services.pdf</a>	Broad-based assessment that verifies student mastery of the knowledge and skills in restaurant & foods/ beverage services careers.	Online; Estimated time for assessment: 1-2 hours	National norm	\$19 for post-test only; \$31 for pre-test & post-test	Pathway Assessment - 103 item multiple choice exam
Hospitality & Tourism (CLUSTER)	Hospitality Management: Food and Beverage	Academic Assessment	NOCTI	<a href="http://www.nocti.org/PDFs/JobReady/3079_Hospitality_Mgmt-Food_Beverage.pdf">http://www.nocti.org/PDFs/JobReady/3079_Hospitality_Mgmt-Food_Beverage.pdf</a>	Job-ready assessment that verifies student mastery of the knowledge and skills that provide the hospitality management skills in food and beverage.	Online; Estimated time for assessment: 2-3 hours	National norm	\$19 for post-test only; \$31 for pre-test & post-test	Job-Ready Assessment - 164 item multiple choice exam
Travel & Tourism	Travel & Tourism	Academic Assessment	NOCTI	<a href="http://www.nocti.org/PDFs/JobReady/1288_Travel_and_Tourism.pdf">http://www.nocti.org/PDFs/JobReady/1288_Travel_and_Tourism.pdf</a>	Broad-based career assessment that verifies student mastery of the knowledge and skills in travel and tourism careers.	Online; Estimated time for assessment: 1-2 hours	National norm	\$19 for post-test only; \$31 for pre-test and post-test.	Pathway Assessment - 104 item multiple choice exam

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Lodging	Lodging	Academic Assessment	NOCTI	<a href="http://www.nocti.org/PDFs/JobReady/1287_Lodging.pdf">http://www.nocti.org/PDFs/JobReady/1287_Lodging.pdf</a>	Broad-based career assessment that verifies student mastery of the knowledge and skills in lodging careers.	Online; Estimated time for assessment: 1-2 hours	National norm	\$19 for post-test only; \$31 for pre-test and post-test.	Pathway Assessment - 103 item multiple choice exam
Lodging	Hospitality Management: Lodging	Academic Assessment	NOCTI	<a href="http://www.nocti.org/PDFs/JobReady/3080_Hospitality_Mgmt-Lodging.pdf">http://www.nocti.org/PDFs/JobReady/3080_Hospitality_Mgmt-Lodging.pdf</a>	Job-ready assessment that verifies student mastery of the knowledge and skills that provide the hospitality management skills in lodging.	Online; Estimated time for assessment: 2-3 hours	National norm	\$19 for post-test only; \$31 for pre-test & post-test	Job-Ready Assessment - 170 item multiple choice exam
Recreation, Amusements, and Attractions	Recreation, Amusements, and Attractions	Academic Assessment	NOCTI	<a href="http://www.nocti.org/PDFs/JobReady/1289_Recreation_Amusements_and_Attractions.pdf">http://www.nocti.org/PDFs/JobReady/1289_Recreation_Amusements_and_Attractions.pdf</a>	Broad-based career assessment that verifies student mastery of the knowledge and skills in recreation, amusements, and attractions careers.	Online; Estimated time for assessment: 1-2 hours	National norm	\$19 for post-test only; \$31 for pre-test and post-test.	Pathway Assessment - 100 item multiple choice exam

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	NOCTI Testing Information for Consortia Leaders and/or Testing Coordinators	NOCTI	TESTING AGREEMENT	Each institution/ consortium should have a Testing Coordinator who contacts NOCTI to obtain assessment exams, proctoring information, data management needs, and other important functions. Click here for getting started: <a href="http://www.nocti.org/gettingstarted.cfm">http://www.nocti.org/gettingstarted.cfm</a>					

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<div style="display: flex; justify-content: space-between;"> <span>● For use at POSTSECONDARY</span> <span>For use at POSTSECONDARY</span> <span>For use at POSTSECONDARY</span> </div>									
Hospitality & Tourism (CLUSTER)	Employability	Academic Assessment	SkillsUSA	<a href="http://www.workforcereadysystem.org/media/blueprints/Employability_blueprint.pdf">http://www.workforcereadysystem.org/media/blueprints/Employability_blueprint.pdf</a>	Broad-based assessment that verifies student mastery of the knowledge and skills in employability/workplace readiness.	Online	73%	\$20 per exam for non-member; Receive a discount if member of SkillsUSA \$10 per exam plus \$14 membership dues	50 item exam; estimated assessment time up to 1 hour
Hospitality & Tourism (CLUSTER)	Customer Service	Academic Assessment	SkillsUSA	<a href="http://www.workforcereadysystem.org/media/blueprints/CustomerService_blueprint.pdf">http://www.workforcereadysystem.org/media/blueprints/CustomerService_blueprint.pdf</a>	Broad-based assessment that verifies student mastery of the knowledge and skills in customer service.	Online	65%	\$20 per exam for non-member; Receive a discount if member of SkillsUSA \$10 per exam plus \$14 membership dues	50 item exam; estimated assessment time up to 1 hour

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	SkillsUSA Work Force Ready System	SkillsUSA	SITE COORDINATOR	Each institution / consortium should have a coordinator who contacts SkillsUSA to obtain assessment exams, proctoring information, data management needs, and other important functions. Your Proctor name, email address and phone number are required when ordering assessments to be administered to students.	Click below for the SkillsUSA Work Force Ready System Web site and browse the various Assessment Links and other details: <a href="http://www.workforcereadysystem.org">http://www.workforcereadysystem.org</a>				
<b>Hospitality &amp; Tourism (CLUSTER)</b>	Culinary Arts	Pre-Professional Assessment & Certification Pre-PAC	American Association of Family & Consumer Sciences (AAFCS)	<a href="http://www.aafcs.org/CredentialingCenter/AssessmentPortfolio.asp">http://www.aafcs.org/CredentialingCenter/AssessmentPortfolio.asp</a>	Assessment verifies student mastery of the knowledge and skills that provide the foundation for culinary arts	Online	65%	\$25 per exam for non-member; Minnesota is not a member	Use this link for managing assessments and certifications: <a href="http://www.aafcs.org/CredentialingCenter/test.asp">http://www.aafcs.org/CredentialingCenter/test.asp</a>
<b>Hospitality &amp; Tourism (CLUSTER)</b>	Hospitality: Manager	Academic Assessment	OKCareerTech	<a href="http://www.okcareertech.org/educators/assessments-and-testing/testing/study-guides/StudyGuideList20162017.pdf">http://www.okcareertech.org/educators/assessments-and-testing/testing/study-guides/StudyGuideList20162017.pdf</a>	Assessment verifies student mastery of the knowledge and skills that provide the foundation for manager	Online		\$12 per exam	40 item multiple choice exam; estimated assessment time up to 1 hour

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Hospitality & Tourism (CLUSTER)	Entrepreneur	Academic Assessment	OKCareerTech	<a href="http://www.okcareertech.org/educators/assessments-and-testing/testing/study-guides/StudyGuideList20162017.pdf">http://www.okcareertech.org/educators/assessments-and-testing/testing/study-guides/StudyGuideList20162017.pdf</a>	Assessment verifies student mastery of the knowledge and skills that provide the foundation for entrepreneurship	Online	70%	\$12 per exam	40 item multiple choice exam; estimated assessment time up to 1 hour
Hospitality & Tourism (CLUSTER)	Manager Trainee	Academic Assessment	OKCareerTech	<a href="http://www.okcareertech.org/educators/assessments-and-testing/testing/study-guides/StudyGuideList20162017.pdf">http://www.okcareertech.org/educators/assessments-and-testing/testing/study-guides/StudyGuideList20162017.pdf</a>	Assessment verifies student mastery of the knowledge and skills that provide the foundation for manager trainee	Online		\$12 per exam	40 item multiple choice exam; estimated assessment time up to 1 hour
	Careertech Testing Information for Consortia Leaders and/or High School Testing Coordinators	Careertech	TESTING AGREEMENT	Each institution/ consortium should have a Testing Coordinator who contacts Careertech to obtain assessment exams, proctoring information, data management needs, and other important functions. Click here for the Careertech Testing Agreement form: <a href="http://www.okcareertech.org/about/state-agency/divisions/testing">http://www.okcareertech.org/about/state-agency/divisions/testing</a>					

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Hospitality & Tourism (CLUSTER)	ServSafe Alcohol	Certification	National Restaurant Association	<a href="http://www.servsafe.com">http://www.servsafe.com</a>	<a href="http://www.servsafe.com/ss/Regulatory/r_r_st_beverage_sum_m.aspx?st=Minnesota&amp;id=28">http://www.servsafe.com/ss/Regulatory/r_r_st_beverage_sum_m.aspx?st=Minnesota&amp;id=28</a>	Online Test at Registered Testing Center	70%	\$30.00 for online course & exam	Certification on the essentials of responsible alcohol service
Hospitality & Tourism (CLUSTER)	ServSafe Food Handler	Certification	National Restaurant Association	<a href="https://www.servsafe.com/home">https://www.servsafe.com/home</a>	Can be taken after completing either traditional classroom or online training.	Online Test at Registered Testing Center	70%	\$15 for training & exam	Certification assessment on basic food safety practices for preparing and serving food
Hospitality & Tourism (CLUSTER)	ServSafe Food Manager	Certification	National Restaurant Association	<a href="http://www.servsafe.com/">http://www.servsafe.com/</a>	Can be taken after completing either traditional classroom or online training.	Online Test at Registered Testing Center	70%	\$125 for online course & exam	Manager training on foodborne illness, how to prevent it and how to train employees in food sanitation
Hospitality & Tourism (CLUSTER)	Culinary Arts	Pre-Professional Assessment & Certification Pre-PAC	American Association of Family & Consumer Sciences (AAFCS)	<a href="http://www.aafcs.org/CredentiaingCenter/Assessment_Portfolio.asp">http://www.aafcs.org/CredentiaingCenter/Assessment_Portfolio.asp</a>	Assessment verifies student mastery of the knowledge and skills that provide the foundation for culinary arts	Online	65%	\$25 per exam for non-member; Minnesota is not a member	Use this link for managing assessments and certifications: <a href="http://www.aafcs.org/CredentiaingCenter/test.asp">http://www.aafcs.org/CredentiaingCenter/test.asp</a>

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<b>Hospitality &amp; Tourism (CLUSTER)</b>	Restaurant, Food, and Beverage Services	Academic Assessment	NOCTI	<a href="http://www.nocti.org/PDFs/JobReady/1286_Restaurant_Food_Beverage_Services.pdf">http://www.nocti.org/PDFs/JobReady/1286_Restaurant_Food_Beverage_Services.pdf</a>	Broad-based assessment that verifies student mastery of the knowledge and skills in restaurant & foods/ beverage services careers.	Online; Estimated time for assessment: 1-2 hours	65%	\$19 for post-test only; \$31 for pre-test & post-test	Pathway Assessment - 103 item multiple choice exam
<b>Hospitality &amp; Tourism (CLUSTER)</b>	Hospitality Management: Food and Beverage	Academic Assessment	NOCTI	<a href="http://www.nocti.org/PDFs/JobReady/3079_Hospitality_Mgmt-Food_Beverage.pdf">http://www.nocti.org/PDFs/JobReady/3079_Hospitality_Mgmt-Food_Beverage.pdf</a>	Job-ready assessment that verifies student mastery of the knowledge and skills that provide the hospitality management skills in food and beverage.	Online; Estimated time for assessment: 2-3 hours	65%	\$19 for post-test only; \$31 for pre-test & post-test	Job-Ready Assessment - 164 item multiple choice exam
<b>Travel &amp; Tourism</b>	Travel & Tourism	Academic Assessment	NOCTI	<a href="http://www.nocti.org/PDFs/JobReady/1288_Travel_and_Tourism.pdf">http://www.nocti.org/PDFs/JobReady/1288_Travel_and_Tourism.pdf</a>	Broad-based career assessment that verifies student mastery of the knowledge and skills in travel and tourism careers.	Online; Estimated time for assessment: 1-2 hours	65%	\$19 for post-test only; \$31 for pre-test and post-test.	Pathway Assessment - 104 item multiple choice exam
<b>Lodging</b>	Lodging	Academic Assessment	NOCTI	<a href="http://www.nocti.org/PDFs/JobReady/1287_Lodging.pdf">http://www.nocti.org/PDFs/JobReady/1287_Lodging.pdf</a>	Broad-based career assessment that verifies student mastery of the knowledge and skills in lodging careers.	Online; Estimated time for assessment: 1-2 hours	65%	\$19 for post-test only; \$31 for pre-test and post-test.	Pathway Assessment - 103 item multiple choice exam

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Lodging	Hospitality Management: Lodging	Academic Assessment	NOCTI	<a href="http://www.nocti.org/PDFs/JobReady/3080_Hospitality_Mgmt-Lodging.pdf">http://www.nocti.org/PDFs/JobReady/3080_Hospitality_Mgmt-Lodging.pdf</a>	Job-ready assessment that verifies student mastery of the knowledge and skills that provide the hospitality management skills in lodging.	Online; Estimated time for assessment: 2-3 hours	65%	\$19 for post-test only; \$31 for pre-test & post-test	Job-Ready Assessment - 170 item multiple choice exam
Lodging	Certified Front Desk Representative (CFDR)	Certification	American Hotel & Lodging Association	<a href="https://www.ahlei.org/CGSP/">https://www.ahlei.org/CGSP/</a>	Job-ready assessment that verifies student mastery of the knowledge and skills as a front desk representative in the hotel & lodging industry.	Online	75% or better on written exam and receive a "Acceptable" rating on 75% of the outlined tasks on the skills validation form	\$35 for members; \$50 for non-members	Must be currently employed in the hospitality industry or be a student in a workforce development program or in a hospitality management program at an accredited school

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Lodging	Certified Guestroom Attendant	Certification	American Hotel & Lodging Association	<a href="https://www.ahlei.org/CGSP/">https://www.ahlei.org/CGSP/</a>	Job-ready assessment that verifies student mastery of the knowledge and skills as a guestroom attendant in the hotel & lodging industry.	Online	75% or better on written exam and receive a "Acceptable" rating on 75% of the outlined tasks on the skills validation form	\$35 for members; \$50 for non- members	Must be currently employed in the hospitality industry or be a student in a workforce development program or in a hospitality management program at an accredited school
Lodging	Certified Maintenance Employee	Certification	American Hotel & Lodging Association	<a href="https://www.ahlei.org/CGSP/">https://www.ahlei.org/CGSP/</a>	Job-ready assessment that verifies student mastery of the knowledge and skills as a maintenance employee in the hotel & lodging industry.	Online	75% or better on written exam and receive a "Acceptable" rating on 75% of the outlined tasks on the skills validation form	\$35 for members; \$50 for non- members	Must be currently employed in the hospitality industry or be a student in a workforce development program or in a hospitality management program at an accredited school

# State-Approved Technical Skill Assessments

7/1/2014

## Pathways: Recreation, Amusements, and Attractions

### Cluster: Hospitality and Tourism

CLUSTER/ PATHWAY/ PROGRAM	CERTIFICATION / ASSESSMENT TITLE	TYPE	ISSUING ORGANIZATION	WEBSITE <a href="#">Please report broken weblinks</a>	ELIGIBILITY REQUIREMENTS / PREREQUISITES	ADMINISTRA- TION ELIGIBILITY (Written, Oral, Practical, etc.)	PASSING SCORE	COST	COMMENTS
Lodging	Certified Restaurant Server	Certification	American Hotel & Lodging Association	<a href="https://www.ahlei.org/CGSP/">https://www.ahlei.org/CGSP/</a>	Job-ready assessment that verifies student mastery of the knowledge and skills as a restaurant server in the hotel & lodging industry.	Online	75% or better on written exam and receive a "Acceptable" rating on 75% of the outlined tasks on the skills validation form	\$35 for members; \$50 for non- members	Must be currently employed in the hospitality industry or be a student in a workforce development program or in a hospitality management program at an accredited school.

# Core Competencies

7/1/2014

Pathways: Recreation, Entertainment, & Attractions

Cluster: Hospitality and Tourism

Y=Essential; N=Not Essential; O=Optional

PERFORMANCE INDICATOR	PERFORMANCE MEASURE	COMMON CORE COMPETENCIES Consensus among		COMMENTS
		Secondary	Post-secondary	
<b>TOPIC 1: ACADEMIC FOUNDATIONS: Achieve additional academic knowledge and skills required to pursue the full range of career and education opportunities within a career cluster and/or career pathway.</b>				
<b>INDICATOR 01.01</b> Solve mathematical problems and use the information to make business decisions and enhance management duties.	<b>MEASURE 01.01.01</b> Solve mathematical problems using numbers and operations.	Y	Y	<b>Comment from Business/Industry:</b> Required of entry-level employees who intend to go into management.
				<i>i.e., Recognize relationships among numbers.</i>
				<i>i.e., Employ mathematical operations.</i>
				<i>i.e., Perform computations successfully.</i>
	<b>MEASURE 01.01.02</b> Apply algebraic skills to make business decisions.	Y	O	<i>i.e., Predict reasonable estimations.</i>
				<i>i.e., Recognize patterns and mathematical relations.</i>
				<i>i.e., Use algebraic symbols to represent solve and analyze mathematical problems.</i>
				<i>i.e., Create mathematical models from real-life situations.</i>
				<i>i.e., Represent changes in quantities mathematically.</i>
	<b>MEASURE 01.01.03</b> Use measurement skills to make business decisions.	Y	Y	<i>i.e., Determine rate of change mathematically.</i>
				<i>i.e., Interpret graphical and numerical data.</i>
				<b>Comment from Postsecondary:</b> Examples include occupancy revenue, available room rates
	<b>MEASURE 01.01.04</b> Perform data analysis to make business decisions.	Y	Y	<i>i.e., Recognize measurable attributes of objects.</i>
				<i>i.e., Take measurements correctly.</i>
				<i>i.e., Formulate questions effectively</i>
				<i>i.e., Collect relevant data.</i>
<i>i.e., Organize useful data.</i>				
<i>i.e., Answer questions appropriately.</i>				
<i>i.e., Employ appropriate statistical methods in data analysis.</i>				
				<i>i.e., Develop and evaluate inferences and predictions.</i>
				<i>i.e., Apply basic concepts of probability.</i>

	<b>MEASURE 01.01.05</b> Evaluate the accuracy of mathematical responses using problem-solving techniques.	<b>Y</b>	<b>Y</b>	<b>Comment from Postsecondary:</b> <i>i.e., Percent food costs/ labor cost</i>  <i>i.e., Identify problem-solving techniques.</i> <i>i.e., Apply a variety of problem-solving strategies.</i> <i>i.e., Adjust problem-solving strategies when needed.</i>
<b>INDICATOR 01.02</b> Examine and employ business and economic principles and concepts in making informed business decisions to continue business operations.	<b>MEASURE 01.02.01</b> Identify fundamental economic concepts necessary for employment in business.	<b>O</b>	<b>Y</b>	<b>Comment from Secondary:</b> Concepts are identified for business, not necessarily for employment. <i>i.e., Distinguish between economic goods and services.</i> <i>i.e., Explain the concept of economic resources.</i> <i>i.e., Describe the concepts of economics and economic activities.</i>  <i>i.e., Determine economic utilities created by business activities.</i>  <i>i.e., Explain the principles of supply and demand.</i> <i>i.e., Describe the functions of prices in markets.</i>
	<b>MEASURE 01.02.02</b> Describe the nature of business and its contribution to society.	<b>O</b>	<b>Y</b>	<i>i.e., Explain the role of business in society.</i>  <i>i.e., Describe types of business activities.</i> <i>i.e., Explain the organizational design of businesses.</i> <i>i.e., Discuss the global environment in which businesses operate.</i>  <i>i.e., Describe factors that affect the business environment.</i> <i>i.e., Explain how organizations adapt to today's markets.</i>
	<b>MEASURE 01.02.03</b> Recognize how economic systems influence environments in which businesses function.	<b>Y</b>	<b>Y</b>	<i>i.e., Explain the types of economic systems.</i>  <i>i.e., Explain the concept of private enterprise.</i> <i>i.e., Identify factors affecting a business's profit.</i> <i>i.e., Determine factors affecting business risk.</i> <i>i.e., Explain the concept of competition.</i> <i>i.e., Describe market structures.</i>
	<b>MEASURE 01.02.04</b> Analyze cost/profit relationships to guide business decision-making.	<b>Y</b>	<b>Y</b>	<b>Comment from Secondary:</b> Broader approach, not necessarily just for business decision-making. <i>i.e., Explain the concept of productivity.</i> <i>i.e., Analyze impact of specialization/division of labor on productivity.</i> <i>i.e., Explain the concept of organized labor and business.</i> <i>i.e., Explain the impact of the law of diminishing returns.</i> <i>i.e., Describe the concept of economies of scale.</i>
	<b>MEASURE 01.02.05</b> Discuss the aptitude and ability to understand economic trends.	<b>O</b>	<b>O</b>	<b>Comment from Secondary:</b> Recommend "Discuss" rather than "Demonstrate". <i>i.e., Describe the concept of price stability as an economic measure.</i>

				<i>i.e., Describe the economic impact of inflation on business.</i> <i>i.e., Explain unemployment and inflation tradeoffs.</i> <i>i.e., Explain the economic impact of interest-rate fluctuations.</i> <i>i.e., Determine the impact of business cycles on business activities.</i>
<b>INDICATOR 01.03</b> Apply economic concepts fundamental to global business operations.	<b>MEASURE 01.03.01</b> Describe global trade's impact on business activities.	<b>O</b>	<b>O</b>	<i>i.e., Discuss the impact of globalization on business.</i> <i>i.e., Explain the impact of major trade alliances on business activities.</i> <i>i.e., Describe the impact of the political environment on world trade.</i>  <i>i.e., Explain the impact of geography on world trade.</i> <i>i.e., Describe the impact of a country's history on world trade.</i>  <i>i.e., Explain the impact of a country's economic development on world trade.</i> <i>i.e., Discuss the potential impact of emerging economies on business activities.</i>
<b>INDICATOR 01.04</b> Utilize marketing techniques to sell hospitality and tourism products and services.	<b>MEASURE 01.04.01</b> Demonstrate knowledge of marketing techniques commonly used in the hospitality and tourism industry to sell a product or service.	<b>Y</b>	<b>Y</b>	<i>i.e., Identify the elements of marketing.</i> <i>i.e., Compare/contrast different marketing packets.</i> <i>i.e., Develop strategies for making a sale.</i>
<b>INDICATOR 01.05</b> Apply information from cultural diversity and geographical studies to develop products and services for the hospitality and tourism industry.	<b>MEASURE 01.05.01</b> Identify the components of cultural diversity to understand their impact on the hospitality and tourism industry.	<b>Y</b>	<b>Y</b>	<i>i.e., Define culture and cultural diversity.</i> <i>i.e., Categorize components of culture including religious customs, dietary habits and traditions.</i> <i>i.e., Give examples of how culture is relevant to the hospitality and tourism industry.</i> <i>i.e., Design a method of increasing multicultural awareness.</i>
	<b>MEASURE 01.05.02</b> Identify the elements of geography that affect hospitality and tourism customer service.	<b>Y</b>	<b>O</b>	<b>Comment from Business/Industry:</b> HUGE--particularly in Mpls. St. Paul, northern Mn. <i>i.e., Identify the relevance of geography to hospitality and tourism including natural resources, climate, landforms and time zones.</i>  <i>i.e., Identify the major countries important to the industry for importing goods.</i> <i>i.e., Apply the concepts of weather and climate to hospitality situations.</i>
<b>INDICATOR 01.06</b> Identify effects of the economy on the hospitality and tourism industry to effectively plan products and services.	<b>MEASURE 01.06.01</b> Summarize how to use the "state of the economy" to plan products and service.	<b>N</b>	<b>Y</b>	<b>Comment from Postsecondary:</b> Key skills for entry-level workers. <b>Comment from Business/Industry:</b> Biggest is supply & demand - we can't sell tonight's hotel tomorrow.

				<i>i.e., Describe how economics applies to the hospitality and tourism industry.</i>
				<i>i.e., Explain the effects that supply and demand has on the hospitality and tourism industry.</i>
				<i>i.e., Document the importance of the hospitality and tourism industry to the U.S. economy.</i>
				<i>i.e., Explain effects of changes in taxation on hospitality and tourism industry.</i>
<b>INDICATOR 01.07</b> Identify the elements of management styles used in various types of hospitality and tourism establishments to gain familiarity with all types of venues.	<b>MEASURE 01.07.01</b> Identify management styles within a variety of organizational structures.	<b>Y</b>	<b>Y</b>	<i>i.e., Define industry management terms including yield, yield management, no-show, discount inventory control, overbooking and spoilage.</i>
				<i>i.e., Compare/contrast management of different organizational structures including independently owned, chain affiliated and corporations in the industry.</i>
<b>INDICATOR 01.08</b> Summarize and demonstrate use of information about time zones, seasons, domestic and international maps to create or enhance travel.	<b>MEASURE 01.08.01</b> Gather information from a variety of domestic and international sources using tools such as the Internet and maps.	<b>Y</b>	<b>O</b>	<i>i.e., Write detailed directions for travel in a variety of domestic and international locations. May also use technology for detailed directions.</i>
	<b>MEASURE 01.08.02</b> Compare/contrast travel related information from a variety of domestic and international sources.	<b>Y</b>	<b>Y</b>	<i>i.e., Explain or identify road and travel destinations marked on a map.</i>
<b>INDICATOR 01.09</b> Employ unit and time conversion skills to develop schedules, and compute cost, distance and time (including travel time) factors.	<b>MEASURE 01.09.01</b> Utilize unit conversion skills to provide travel distance and economic information about other countries.	<b>O</b>	<b>O</b>	<b>Comment from Business/Industry:</b> Should have a rough idea on mileage (kilometers vs. miles), currency, etc.
				<i>i.e., Compute and contrast metric versus American systems of measure.</i>
	<b>MEASURE HTPC 01.09.02</b> Understand World Time Zones to provide travel information about other countries.	<b>Y</b>	<b>O</b>	<b>Comment from Business/Industry:</b> Occupation-specific, particularly Front Desk or Concierge - Good to know basic info on time zones or how to access it on the Internet.
				<i>i.e., Distinguish currency designations.</i>
				<i>i.e., Compute currency conversions between dollars and other currencies.</i>
				<i>i.e., Compute currency conversions between currencies of other nations.</i>
				<i>i.e., Compare time in North America to time in Australia.</i>
				<i>i.e., Compare time in South America to time in Europe.</i>
				<i>i.e., Explain the 24-hour clock.</i>

**TOPIC 2: COMMUNICATIONS - Communicate clearly and effectively with reason including technical terminology and information.**

<b>INDICATOR 02.01</b> Select and use appropriate reading and communication strategies to learn and use technical concepts and vocabulary in practice.	<b>MEASURE 02.01.01</b> Select the most appropriate reading strategy for identifying the overarching purpose of a text.	Y	Y	<i>i.e., Skimming reading for detail reading for meaning or critical analysis.</i>
	<b>MEASURE 02.01.02</b> Demonstrate use of content technical concepts and vocabulary when analyzing information and following directions.	Y	Y	
	<b>MEASURE 02.01.03</b> Interpret and communicate information data and observations to apply information learned from reading to actual practice.	Y	Y	
<b>INDICATOR 02.02</b> Demonstrate use of the concepts strategies and systems for obtaining and conveying ideas and information to enhance communication in the workplace.	<b>MEASURE 02.02.01</b> Employ verbal skills when obtaining and conveying information.	Y	Y	
	<b>MEASURE 02.02.02</b> Record information needed to present a report on a given topic or problem.	Y	Y	
	<b>MEASURE 02.02.03</b> Write internal and external business correspondence that conveys and/or obtains information effectively.	Y	Y	
	<b>MEASURE 02.02.04</b> Communicate with other employees to clarify workplace objectives.	Y	Y	
	<b>MEASURE 02.02.05</b> Communicate effectively with customers and employees to foster positive relationships.	Y	Y	
<b>INDICATOR 02.03</b> Locate organize and reference written information from various sources to communicate with co-workers and clients/customers/other stakeholders.	<b>MEASURE 02.03.01</b> Locate written information used to communicate with co-workers and customers.	Y	Y	<b>Comment from Secondary:</b> Broader approach--deals with "others", not necessarily "clients/ customers/ other stakeholders".
	<b>MEASURE 02.03.02</b> Organize information to use in written and oral communications.	Y	Y	
	<b>MEASURE 02.03.03</b> Reference the sources of information.	Y	Y	

<b>INDICATOR 02.04</b> Evaluate and use information resources to accomplish specific occupational tasks.	<b>MEASURE 02.04.01</b> Review and apply information sources for occupational tasks.	Y	Y	<b>Comment from Business/Industry:</b> Evaluate and use Internet web sites. <b>Comment from Secondary:</b> Broader approach--not "occupationally-specific" tasks.
				<i>i.e., Informational texts, Internet web sites, and/or technical materials.</i>
	<b>MEASURE 02.04.02</b> Evaluate the reliability of information.	Y	Y	<i>i.e., Informational texts, Internet web sites, and/or technical materials.</i>
<b>INDICATOR 02.05</b> Use correct grammar punctuation and terminology to write and edit documents.	<b>MEASURE 02.05.01</b> Use correct grammar punctuation and terminology to write and edit documents.	Y	Y	
<b>INDICATOR 02.06</b> Develop and deliver formal and informal presentations using appropriate media to engage and inform audiences.	<b>MEASURE 02.06.01</b> Prepare oral presentations to provide information for specific purposes and audiences.	Y	Y	<b>Comment from Business/Industry:</b> e.g. Directions, training coworkers on any task such as how to clean a room
	<b>MEASURE 02.06.02</b> Identify and prepare support materials that will enhance an oral presentation.	Y	Y	
	<b>MEASURE 02.06.03</b> Deliver an oral presentation that sustains audience attention and interest.	Y	Y	
	<b>MEASURE 02.06.04</b> Implement multi-media strategies for presentations.	Y	Y	<b>Comment from Business/Industry:</b> Occupation-specific
<b>INDICATOR 02.07</b> Interpret verbal and nonverbal cues/behaviors to enhance communication with co-workers and clients/customers/other stakeholders.	<b>MEASURE 02.07.01</b> Interpret verbal and nonverbal behaviors when communicating with clients and co-workers.	Y	Y	<b>Comment from Secondary:</b> Broader approach--deals with "others", not necessarily "clients/ customers/ other stakeholders".
<b>INDICATOR 02.08</b> Apply active listening skills to obtain and clarify information.	<b>MEASURE 02.08.01</b> Interpret a given verbal message/ information.	Y	Y	
	<b>MEASURE 02.08.02</b> Respond with restatement and clarification techniques to clarify information.	Y	Y	
<b>INDICATOR 02.09</b> Develop and interpret tables charts and figures to support written and oral communications.	<b>MEASURE 02.09.01</b> Interpret tables charts and figures to support written and oral communications.	Y	Y	<b>Comment from Business/Industry:</b> Delete "create" - Example would be interpreting banquet schedule.
<b>INDICATOR 02.10</b> Listen to and speak with diverse individuals to enhance communication skills.	<b>MEASURE 02.10.01</b> Demonstrate and apply factors and strategies for communicating with a diverse workforce.	Y	Y	

<b>INDICATOR 02.11</b> Exhibit professional relations skills with others.	<b>MEASURE 02.11.01</b> Communicate effectively when developing positive customer/client relationships.	<b>Y</b>	<b>Y</b>	
<b>INDICATOR 02.12</b> Use communication technology to accomplish work tasks.	<b>MEASURE 02.12.01</b> Use communication technology to accomplish work tasks.	<b>Y</b>	<b>Y</b>	<i>e.g. Downloading apps, using text messaging, CDD</i>
<b>INDICATOR 02.13</b> Use telecommunications equipment to accomplish work tasks at lodging facilities.	<b>MEASURE 02.13.01</b> Utilize telephone and facsimile resources to optimize guest service.	<b>O</b>	<b>Y</b>	<i>i.e., Detail the types of incoming calls.</i>
				<i>i.e., Outline procedures for processing messages for guests.</i>
	<i>i.e., Outline how faxes for guests are handled by lodging staff.</i>			
	<i>i.e., Describe how wake-up calls are delivered through the telecommunication system.</i>			
	<b>MEASURE 02.13.02</b> Understand current and emerging technological services to improve guest service.	<b>Y</b>	<b>Y</b>	<i>i.e., Explain how voice mail systems meet guest needs.</i>
<i>i.e., Explain how personal digital assistants (PDAs) meet guest needs.</i>				
<i>i.e., Explain how internet services meet guest needs.</i>				
<i>i.e., Explain how TDD systems meet the needs of disabled guests.</i>				
<i>i.e., Explain how emerging technology for telecommunications services enhance the guest experience.</i>				

**TOPIC 3: PROBLEM-SOLVING AND CRITICAL THINKING - Utilize critical thinking skills to make sense of problems and persevere in solving them. Employ valid, reliable research strategies. Demonstrate creativity and innovation.**

<b>INDICATOR 03.01</b> Use critical thinking skills independently and in teams to solve problems and make decisions.	<b>MEASURE 03.01.01</b> Analyze elements of a problem to develop creative solutions.	<b>Y</b>	<b>Y</b>	
	<b>MEASURE 03.01.02</b> Use problem-solving critical thinking and creativity skills to improve a situation or process.	<b>Y</b>	<b>Y</b>	<i>i.e., Ideas proposals and solutions.</i>
	<b>MEASURE 03.01.03</b> Generate new and creative ideas to solve problems.	<b>Y</b>	<b>Y</b>	
	<b>MEASURE 03.01.04</b> Critically analyze information to determine value to the problem-solving task.	<b>Y</b>	<b>Y</b>	
<b>INDICATOR 03.02</b> Employ critical thinking and emotional intelligence to resolve conflicts with staff and/or customers.	<b>MEASURE 03.02.01</b> Determine best options/outcomes for conflict resolution using critical thinking skills.	<b>Y</b>	<b>Y</b>	<b>Comment from Secondary:</b> Broader approach--deals with "others", not necessarily "clients/ customers/ other stakeholders".

	<b>MEASURE 03.02.02</b> Resolve conflicts with/for customers using conflict resolution skills.	Y	Y	
	<b>MEASURE 03.02.03</b> Implement conflict resolution skills to address staff issues/problems.	Y	Y	<b>Comment from Business/Industry:</b> e.g. Performance review: self-evaluation as well as employer evaluation; includes action plans.
<b>INDICATOR 03.03</b> Identify write and monitor workplace performance goals to guide progress in assigned areas of responsibility and accountability.	<b>MEASURE 03.03.01</b> Write realistic performance goals objectives and action plans.	Y	Y	<b>Comment from Secondary:</b> Broader approach--"personal" as well as "workplace" performance goals.
	<b>MEASURE 03.03.02</b> Monitor performance goals and adjust as necessary.	Y	Y	
	<b>MEASURE 03.03.03</b> Communicate goal achievement.	Y	Y	
<b>INDICATOR 03.04</b> Conduct technical research to gather information necessary for decision-making.	<b>MEASURE 03.04.01</b> Gather information and data using a variety of resources.	Y	Y	
	<b>MEASURE 03.04.02</b> Analyze and evaluate information and data for value to the research objectives.	Y	Y	
<b>INDICATOR 03.05</b> Examine comments and suggestions from the customer service area to formulate improvements	<b>MEASURE 03.05.01</b> Understand customer comments to guide customer satisfaction policies.	O	Y	<i>i.e., Assess the importance of customer satisfaction.</i>
				<i>i.e., Devise strategies for maximizing customer satisfaction.</i>
				<i>i.e., Role-play customer dissatisfaction scenarios.</i>
<b>TOPIC 4: TECHNOLOGY APPLICATIONS - Use technology to enhance productivity.</b>				
<b>INDICATOR 04.01</b> Use Personal Information Management (PIM) applications to increase workplace efficiency.	<b>MEASURE 04.01.01</b> Manage personal schedules and contact information using electronic tools.	Y	Y	
	<b>MEASURE 04.01.02</b> Create business correspondence.	O	Y	
<b>INDICATOR 04.02</b> Use technological tools to expedite workflow.	<b>MEASURE 04.02.01</b> Use information technology tools to manage and perform work responsibilities.	Y	Y	
<b>INDICATOR 04.03</b> Use information technology tools to access manage integrate and create information.	<b>MEASURE 04.03.01</b> Use electronic mail applications to communicate within a workplace.	Y	Y	
	<b>MEASURE 04.03.02</b> Utilize Internet applications to perform workplace tasks.	Y	Y	<b>Comment from Business/Industry:</b> Occupation-specific - Optional for entry-level; Essential for management.

	<b>MEASURE 04.03.03</b> Utilize writing and publishing applications to prepare business communications/documents.	Y	Y	<b>Comment from Business/Industry:</b> Occupation-specific - Optional for entry-level; Essential for management.
	<b>MEASURE 04.03.04</b> Utilize presentation applications to prepare presentations.	Y	Y	<b>Comment from Business/Industry:</b> Occupation-specific - Optional for entry-level; Essential for management.
	<b>MEASURE 04.03.05</b> Use spreadsheet applications to organize and manipulate data.	Y	Y	<b>Comment from Business/Industry:</b> Occupation-specific - Optional for entry-level; Essential for management. <b>Comment from Postsecondary:</b> e.g. . <i>Excel spreadsheet</i>
	<b>MEASURE 04.03.06</b> Use database applications to manage data.	Y	Y	<b>Comment from Business/Industry:</b> Occupation-specific - Optional for entry-level; Essential for management. <b>Comment from Secondary:</b> Examples of data base include Icloud, Google Docs <b>Comment from Postsecondary:</b> e.g. . <i>Excel spreadsheet</i>
	<b>MEASURE 04.03.07</b> Use collaborative/groupware applications to facilitate group work.	Y	Y	<b>Comment from Business/Industry:</b> Occupation-specific - Optional for entry-level; Essential for management. <b>Comment from Postsecondary:</b> i.e. <i>Webinars, drop box</i>
	<b>MEASURE 04.03.08</b> Use computer operations applications to manage work tasks.	Y	Y	<b>Comment from Business/Industry:</b> Occupation-specific - Optional for entry-level; Essential for management.
<b>INDICATOR 04.04</b> Employ effective reservation procedures to meet guest needs and maximize occupancy.	<b>MEASURE 04.04.01</b> Understand the different types of reservations used to meet different guest needs.	O	Y	<b>Comment from Business/Industry:</b> Occupation-specific - guest registration/ meeting space; Recommend revision specific to business, "understand", rather than "identify".
				<i>i.e., Distinguish guaranteed from non-guaranteed reservations.</i>
				<i>i.e., Contrast reservations guaranteed by credit card with reservations guaranteed by travel agents or corporations.</i>
				<i>i.e., Contrast advanced deposits with prepaid reservations.</i>
	<b>MEASURE 04.04.02</b> Identify common sources used to make lodging reservations.	O	Y	<b>Comment from Business/Industry:</b> Entry-level worker going into management
				<i>i.e., Distinguish a central reservation system from a global distribution system.</i>
				<i>i.e., Identify ways guests place reservations directly with lodging properties.</i>
				<i>i.e., Explain how guests make reservations on-line.</i>
	<b>MEASURE 04.04.03</b> Explain how a computer system is used to process or change reservations.	O	Y	<i>i.e., Determine availability.</i>
				<i>i.e., Create a reservation record.</i>
<i>i.e., Modify or cancel a reservation.</i>				
<i>i.e., Generate reports from reservation data.</i>				

	<b>MEASURE 04.04.04</b> Understand how forecasting is used to maximize occupancy levels.	<b>O</b>	<b>Y</b>	<b>Comment from Business/Industry:</b> Recommend revision, "understand", rather than "explain".  <i>i.e., Identify information needed to forecast availability.</i> <i>i.e., Calculate a no-show percentage.</i> <i>i.e., Calculate a walk-in percentage.</i> <i>i.e., Calculate an overstay percentage.</i> <i>i.e., Calculate an understay percentage.</i> <i>i.e., Create a ten-day forecast.</i>
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**TOPIC 5: ORGANIZATIONAL AND GLOBAL SYSTEMS – Understand the environmental, social, and economic impacts of decisions within an organization. Understand global context of industries and careers.**

<b>INDICATOR 05.01</b> Understand organizational systems used in hospitality and tourism to more effectively serve customers.	<b>MEASURE 05.01.01</b> Understand plans and budgets to accomplish organizational goals and objectives.	<b>O</b>	<b>Y</b>	
	<b>MEASURE 05.01.02</b> Understand plans to improve organizational performance.	<b>O</b>	<b>Y</b>	
<b>INDICATOR 05.02</b> Identify and compare services and products from related industries to understand how they affect hospitality and tourism products and services.	<b>MEASURE 05.02.01</b> Describe feasible collaboration with other industries to provide an inclusive product to the customer.	<b>N</b>	<b>Y</b>	<i>i.e., Develop work plans and budgets that utilize people and resources effectively.</i> <i>i.e., Develop reports on performance and resource utilization.</i> <i>i.e., Modify plans and budgets to meet goals and objectives.</i>
	<b>MEASURE HTC 05.02.02</b> Identify the characteristics of various hospitality and tourism-related organizations or businesses that best use available resources.	<b>N</b>	<b>O</b>	<i>i.e., Identify and describe most critical performance problems.</i> <b>Comment from Postsecondary:</b> <i>i.e., Review competition; how to partner with competition</i> <i>i.e., Identify opportunities for improvement of the system.</i> <i>i.e., Use structured problem-solving process to develop systematic improvements.</i>
<b>INDICATOR 05.03</b> Identify career opportunities in the recreation, entertainment, and attractions pathway to broaden awareness of careers available in the cluster.	<b>MEASURE 05.03.01</b> Research various operating units in the pathway to distinguish the particular characteristics of each venue.	<b>Y</b>	<b>Y</b>	<b>Comment from Secondary:</b> Broader approach that addresses careers in hospitality and tourism cluster, not specific pathways or operating units.  <i>i.e., List recreational and entertainment venues.</i>
	<b>MEASURE 05.03.02</b> Compare venues and the unique organizational structure of various operating units.	<b>O</b>	<b>Y</b>	<b>Comment from Secondary:</b> Broader approach. <i>i.e., Describe characteristics unique to each venue.</i> <i>i.e., Describe characteristics common to each venue.</i>
	<b>MEASURE 05.03.03</b> Summarize unique career opportunities in recreation, entertainment, and attractions by gathering occupational information for each venue.	<b>Y</b>	<b>Y</b>	<b>Comment from Secondary:</b> Broader approach. <i>i.e., List recreation careers.</i> <i>i.e., List entertainment careers.</i> <i>i.e., List attraction careers.</i>

<b>INDICATOR 05.04</b> Examine and implement admission procedures and traffic control issues to manage and control people, groups, and vehicles.	<b>MEASURE 05.04.01</b> Understand guidelines for access control to determine guest and group admission procedures.	<b>O</b>	<b>Y</b>	e.g. Emergency or evacuation procedures. <i>i.e., Identify venues that use membership and how the member is identified.</i> <i>i.e., Explain how groups are handled differently in each case.</i>
	<b>MEASURE 05.04.02</b> Monitor traffic control issues to manage congestion.	<b>N</b>	<b>O</b>	
<b>INDICATOR 05.05</b> Analyze each venue to determine the maintenance technology, merchandising, program and product potential.	<b>MEASURE 05.05.01</b> Evaluate maintenance issues to determine if special training of personnel is required.	<b>N</b>	<b>Y</b>	<i>i.e., List maintenance issues unique to recreation (fitness equipment, TV).</i> <i>i.e., List maintenance issues unique to amusements.</i> <i>i.e., List maintenance issues unique to attractions.</i>
	<b>MEASURE 05.05.02</b> Research ideas needed to develop programs and/or products unique to each venue.	<b>O</b>	<b>O</b>	<i>i.e., Explain the role history might play in developing programs/exhibits/events.</i> <i>i.e., Explain the role various animals have in exhibit development.</i> <i>i.e., Explain how a theme might determine the types of products/services/events available.</i>
	<b>MEASURE 05.06.01</b> Identify the cleaning responsibilities of housekeeping.	<b>O</b>	<b>Y</b>	<i>i.e., Demonstrate guestroom cleaning.</i> <i>i.e., Demonstrate public area cleaning.</i> <i>i.e., Demonstrate back-of-house cleaning.</i> <i>i.e., Demonstrate cleaning other facility areas.</i>
	<b>MEASURE 05.06.02</b> Explain the use of frequency schedules to maintain cleaning standards.	<b>O</b>	<b>Y</b>	<i>i.e., Explain how frequency schedules are determined for guestroom cleaning.</i> <i>i.e., Explain how frequency schedules are determined for public area cleaning.</i> <i>i.e., Explain how frequency schedules are determined for other areas of facility.</i>
<b>INDICATOR 05.06</b> Describe the importance of housekeeping standards to assure guest satisfaction.	<b>MEASURE 05.06.03</b> Summarize how housekeeping standards are to be used to guide the daily tasks of housekeeping personnel.	<b>O</b>	<b>Y</b>	<i>i.e., Identify criteria for guestroom cleaning.</i> <i>i.e., Identify criteria for public area cleaning.</i> <i>i.e., Identify criteria for back-of-the house cleaning.</i> <i>i.e., Identify criteria for cleaning other areas of facility.</i>
	<b>MEASURE 05.06.04</b> Explain the use of productivity standards to guide cleaning personnel in time-based housekeeping tasks.	<b>O</b>	<b>Y</b>	<i>i.e., Estimate time for cleaning guest rooms.</i> <i>i.e., Estimate time for cleaning public and recreation areas.</i> <i>i.e., Estimate time for cleaning management office, back-of-house and other areas as appropriate.</i>
	<b>MEASURE 05.07.01</b> Distinguish between fixed and variable staff positions.	<b>O</b>	<b>Y</b>	<b>Comment from Secondary:</b> Broader approach that addresses careers in hospitality and tourism cluster, not specific pathways. <i>i.e., Define fixed labor as it applies to housekeeping.</i> <i>i.e., Define variable labor as it applies to housekeeping.</i>
	<b>INDICATOR 05.07</b> Develop a staffing guide to schedule various lodging department/specific staff positions.			

	<b>MEASURE 05.07.02</b> Set staffing schedules for fixed and variable staff based on required labor hours and occupancy levels to balance labor costs and occupancy.	<b>N</b>	<b>Y</b>	<i>i.e., Determine labor hours required for each level of occupancy.</i> <i>i.e., Determine number of employees to schedule at each level of occupancy.</i> <i>i.e., Calculate estimated labor expenses at each level of occupancy.</i> <i>i.e., Create work schedules for housekeeping staff.</i>
<b>INDICATOR 05.08</b> Explain how operations manages inventories to maintain adequate quantities of both recycled and non-recycled items.	<b>MEASURE 05.08.01</b> Distinguish recycled inventories from non-recycled inventories to create minimum/maximum levels of each type.	<b>N</b>	<b>O</b>	<i>i.e., Distinguish recycled inventories from non-recycled inventories.</i> <i>i.e., Establish par levels for recycled inventories such as linens, uniforms, and guest loan items.</i> <i>i.e., Explain how non-recycled inventories are maintained by establishing order points based on minimum/maximum quantities.</i>
	<b>MEASURE 05.08.02</b> Explain the steps involved in taking a physical inventory to maintain accurate counts.	<b>N</b>	<b>Y</b>	<i>i.e., Identify all areas where items are used and stored.</i> <i>i.e., Develop an inventory record to maintain current and accurate counts.</i>
<b>INDICATOR 05.09</b> Determine the size of an annual linen purchase based on varying occupancy levels to maintain	<b>MEASURE 05.09.01</b> Determine order quantities using a review of inventory and records.	<b>N</b>	<b>Y</b>	<i>i.e., Review linen inventory records.</i> <i>i.e., Review linen discard records and discard policy.</i> <i>i.e., Calculate number of linens need for full occupancy.</i>
				<i>i.e., Locate vacated guest rooms on status report.</i> <i>i.e., Divide number of rooms among staff.</i> <i>i.e., Inform staff of priority of cleaning rooms.</i>
<b>INDICATOR 05.10</b> Explain the relationship between a status report and maintaining a property's quality and	<b>MEASURE 05.10.01</b> Use a room status report to assign guestrooms for cleaning.	<b>N</b>	<b>Y</b>	<i>i.e., Locate vacated guest rooms on status report.</i> <i>i.e., Divide number of rooms among staff.</i> <i>i.e., Inform staff of priority of cleaning rooms.</i>
<b>TOPIC 6: SAFETY, HEALTH, AND ENVIRONMENT – Understand the importance of safety, health, and environmental management systems and their importance to organizational performance and regulatory compliance.</b>				
<b>INDICATOR 06.01</b> Maintain safe and healthful working conditions and environment in order to promote well-being in hospitality and tourism workplaces.	<b>MEASURE 06.01.01</b> Assess workplace conditions with regard to safety and health.	<b>Y</b>	<b>Y</b>	<b>Comment from Secondary:</b> Broader approach that addresses careers in hospitality and tourism cluster, not specific workplaces.
				<i>i.e., Identify the types of risk of injury/illness at work.</i>
				<i>i.e., Describe ways to positively impact occupational safety and health.</i>

<b>INDICATOR 06.02</b> Conduct work tasks in accordance with employee rights and responsibilities and employers' obligations concerning occupational safety and health in order to promote safe and healthful working conditions in hospitality and tourism industries.	<b>MEASURE 06.02.01</b> Understand the rationale for rules and laws designed to promote safety and health in the workplace.	<b>Y</b>	<b>Y</b>	<b>Comment from Secondary:</b> Broader approach that addresses careers in hospitality and tourism cluster, not specific workplaces.
				<i>i.e., Identify key rights of employees related to occupational safety and health.</i>
				<i>i.e., Identify the responsibilities of employers related to occupational safety and health.</i>
				<i>i.e., Explain the role of government agencies in providing a safe workplace.</i>
<b>INDICATOR 06.03</b> Assess types and sources of workplace hazards common to hospitality and tourism work settings in order to demonstrate a working understanding of key health and safety concerns.	<b>MEASURE 06.03.01</b> Identify and demonstrate methods to correct common hazards.	<b>Y</b>	<b>Y</b>	<i>i.e., Identify and describe common hazards in the workplace.</i>
				<i>i.e., Identify and describe major sources of information about hazards in the workplace (e.g., MSDS, work procedures, exposure control plans, training materials, labels, and signage).</i>
				<i>i.e., Identify sources of combustible/flammable materials, fire and emergencies to establish a fire safe environment.</i>
				<i>i.e., Interpret safety signs and symbols.</i>
<b>INDICATOR 06.04</b> Demonstrate methods to control hazards in the hospitality and tourism industry to maintain a safe environment.	<b>MEASURE 06.04.01</b> Demonstrate the application of personal and group health and safety practices.	<b>Y</b>	<b>Y</b>	<i>i.e., Identify procedures necessary for maintaining a safe work area.</i>
				<i>i.e., Identify methods to correct common hazards.</i>
				<i>i.e., Identify methods for disposing of hazardous materials.</i>
				<i>i.e., Demonstrate principals of safe physical movement to avoid slips, trips, and spills.</i>
	<b>MEASURE 06.04.02</b> Describe common sources of group health issues in the hospitality and tourism workplace.	<b>O</b>	<b>Y</b>	
<b>INDICATOR 06.05</b> Review safety and sanitation procedures applicable to the work area to ensure a safe and healthy work environment.	<b>MEASURE 06.05.01</b> Examine overall safety procedures to maintain safe work areas in hospitality and tourism workplaces.	<b>Y</b>	<b>Y</b>	<i>i.e., Identify electrical and mechanical hazards.</i>
				<i>i.e., Classify different types of fires and how to contain them.</i>
				<i>i.e., Identify proper fire evacuation procedures.</i>
				<i>i.e., Demonstrate the safe use of ladders.</i>
				<i>i.e., Outline proper response to emergency situations.</i>
	<i>i.e., Outline basic first aid and CPR procedures.</i>			
<b>MEASURE 06.05.02</b> Identify/ know sanitation procedures that ensure facility is in compliance with health codes/ guidelines.	<b>Y</b>	<b>Y</b>	<i>i.e., Outline compliance requirements of sanitation and health inspections.</i>	
			<i>i.e., Demonstrate exemplary appearance and hygiene.</i>	
			<i>i.e., Use appropriate safety equipment and clothing.</i>	

	<b>MEASURE 06.05.03</b> Practice personal safety while at the work site and on work related assignments to avoid injuries or accidents.	<b>Y</b>	<b>Y</b>	<p><b>Comment from Secondary:</b> Examples include OSHA or NASAP.</p> <p><i>i.e., Detail proper lifting and carrying procedures.</i></p> <p><i>i.e., Demonstrate handling safety with mechanical, environmental, microwave radiation, vehicle, optical laser, radar, high frequency radio, and fiber optics.</i></p> <p><i>i.e., Demonstrate safe work habits and procedure related to application of electricity and static discharge.</i></p> <p><i>i.e., Demonstrate the appropriate use of safety equipment and procedures, such as lockout/tagout, as required for work activity.</i></p> <p><i>i.e., Demonstrate safe use of equipment commonly used in hospitality and tourism.</i></p> <p><i>i.e., Adjust working routines to take advantage of ergonomic designs in the workplace.</i></p>
<b>INDICATOR 06.06</b> Analyze nutrition and wellness practices that enhance an individual's performance.	<b>MEASURE 06.06.01</b> Identify personal lifestyle choices that prepare an individual for a career in the hospitality and tourism industry.	<b>Y</b>	<b>Y</b>	<p><b>Comment from Secondary &amp; Postsecondary:</b> Broader approach that addresses careers in hospitality and tourism cluster, not specific workplaces.</p> <p><i>i.e., List the effects of exercise on job performance.</i></p> <p><i>i.e., Discuss the effects of nutrition and dietary habits on job performance.</i></p> <p><i>i.e., Interpret the effect of stress, fatigue and anxiety on job performance.</i></p>
<b>INDICATOR 06.07</b> Analyze the potential effects caused by common chemicals and hazardous materials used in the hospitality and tourism industry in order to prevent health problems that may result from exposure to these elements.	<b>MEASURE 06.07.01</b> Follow industry standards to comply with safety polices and procedures.	<b>Y</b>	<b>Y</b>	<p><b>Comment from Secondary:</b> Broader approach that addresses careers in hospitality and tourism cluster, not specific workplaces.</p> <p><i>i.e., Apply Hazcom and Hazardous Material practices and MSDS Procedures for handling and disposing of chemicals.</i></p> <p><i>i.e., Illustrate compliance with OSHA safety regulations and practices.</i></p>
<b>INDICATOR 06.08</b> Recognize potential, real and perceived hazards and emergency situations to implement appropriate safety and security measures.	<b>MEASURE 06.08.01</b> Outline safety and security issues for individuals and groups to minimize risks.	<b>Y</b>	<b>Y</b>	<p><i>i.e., Create a solution to guests/customer exposure to a health hazard.</i></p> <p><i>i.e., Identify ways to manage guests/customers facing a threat.</i></p> <p><i>i.e., Identify ways to prevent common safety hazards.</i></p> <p><i>i.e., Develop and role play mock emergency situations.</i></p>
	<b>MEASURE 06.08.02</b> Identify resources to utilize in various emergency situations for self, co-workers, and customers/guests.	<b>Y</b>	<b>Y</b>	<p><b>Comment from Secondary:</b> Broader approach --deals with "others", not necessarily "clients/customers/other stakeholders".</p> <p><i>i.e., Detail steps to use in medical emergencies.</i></p> <p><i>i.e., List resources for assistance with environmental issues.</i></p> <p><i>i.e., Name the resources for assistance in crimes or accidents.</i></p> <p><i>i.e., Detail how to access help in a terrorist situation.</i></p>

	<b>MEASURE 06.08.03</b> Know and create response plans to cope with hazards and emergency situations applicable to the hospitality and tourism industries.	<b>Y</b>	<b>Y</b>	<b>Comment from Secondary:</b> Broader approach that addresses careers in hospitality and tourism cluster, not specific workplaces.
<b>INDICATOR 06.09</b> Implement security measures to protect the business against liability.	<b>MEASURE 06.09.01</b> Understand-security measures to increase safety.	<b>O</b>	<b>Y</b>	<i>i.e., Describe how locking systems protect guests/customers.</i>
				<i>i.e., Design a security system using surveillance cameras.</i>
				<i>i.e., Design a security system using security personnel.</i>
<b>INDICATOR 06.10</b> Examine and summarize potential, real and perceived hazards of multiple environments to recognize and implement appropriate safety and security measures.	<b>MEASURE 06.10.01</b> Outline safety and security issues for individuals and groups in multiple environments to minimize risks.	<b>O</b>	<b>Y</b>	<i>i.e., Detail ways to use lighting to increase security.</i>
				<i>i.e., Check for adequate lighting.</i>
				<i>i.e., Measure sound levels for security.</i>
				<i>i.e., Check surface area for safety.</i>
	<b>MEASURE 06.10.02</b> Recognize potential, real and perceived natural, social or terrorism emergency situations in order to respond appropriately.	<b>O</b>	<b>Y</b>	<i>i.e., Gauge political and social climate of a region.</i>
<i>i.e., Check possible natural environment hazards.</i>				
<b>INDICATOR 06.11</b> Create a resource base of alternative plans containing proactive and reactive solutions to manage emergency situations.	<b>MEASURE 06.11.01</b> Formulate methods of resolution and/or alternatives to eliminate potential safety hazards.	<b>O</b>	<b>Y</b>	<i>i.e., Check for possible health hazards.</i>
				<i>i.e., Review a film, photo, or recording to identify and describe an emergency situation.</i>
				<i>i.e., Observe guests and surroundings to identify potentially dangerous situations.</i>
				<i>i.e., Create a proactive solution to address common safety hazards including lighting, sound, surface areas, political and social climate.</i>
				<i>i.e., Create a reactive solution to guests' exposure to a health hazard.</i>
	<b>MEASURE 06.11.02</b> Identify sources of assistance to utilize in emergency situations for self, co-workers and customers/guests.	<b>O</b>	<b>Y</b>	<i>i.e., Prepare alternate methods of reaching travel or experience objective(s).</i>
				<i>i.e., Suggest ways to manage guests and groups facing safety hazards.</i>
				<i>i.e., Develop and role play mock emergency situations demonstrating caution and good judgment.</i>
				<i>i.e., Detail three resources for assistance with communication.</i>
				<i>i.e., Name the most common source for criminal assistance.</i>
				<i>i.e., Name a resource for assistance with environmental issues.</i>
				<i>i.e., List a source for assistance with legal issues.</i>
				<i>i.e., List two sources for assistance with medical or social services.</i>
				<i>i.e., Detail two sources for alternative transportation.</i>

<b>INDICATOR 06.12</b> Establish procedures that notify customers about identified safety and security issues.	<b>MEASURE 06.12.01</b> Disseminate information to customers addressing potential safety hazards and security issues when needed.	O	Y	i.e., Collect safety and security information relevant to their travel.
				i.e., Display safety and security information and materials.
				i.e., Distribute safety and security information appropriately to customer/guest.
<b>INDICATOR 06.13</b> Explain how key control procedures protect guests and minimize risks.	<b>MEASURE 06.13.01</b> Explain the types and functions of keys to control levels of access.	O	Y	i.e., List three types or levels of keys used for entry.
				i.e., Compare/contrast the use of each.
	<b>MEASURE 06.13.02</b> Explain how key control measures are used to protect guests.	O	Y	i.e., Outline how access to all areas is controlled.
<b>INDICATOR 06.14</b> Explain how cash control procedures are used to protect funds.	<b>MEASURE 06.14.01</b> Describe the role of a cashier in facilitating cash control.	O	Y	i.e., Outline how locking systems protect guests.
				i.e., Outline procedures for issuing electronic keys.
				i.e., Demonstrate use of cash sheets to record cash collected.
				i.e., Demonstrate use of cash sheets to record cash paid out.
				i.e., Explain how cash banks are issued to cashiers.
<b>INDICATOR 06.15</b> Explain how guests and property are protected to minimize losses or liabilities.	<b>MEASURE 06.15.01</b> Explain procedures for controlling access of safe deposit boxes to minimize losses.	O	O	i.e., Describe how cashiers turn in cash banks and prepare cash deposits.
				i.e., Explain how cash banks and cashier cash deposits are reconciled.
				<b>Comment from Postsecondary:</b> Essential at Front Desk; Not Essential Otherwise
	<b>MEASURE 06.15.02</b> Describe procedures for controlling lost and found items.	O	O	i.e., Describe how access is given to safe deposit box.
				i.e., Describe how guest's identity is checked for access.
				i.e., Maintain the safe deposit log.
				i.e., Identify the department responsible for securing lost and found items.
	<b>MEASURE 06.15.03</b> Identify access control procedures to enhance guest safety.	O	Y	i.e., Maintain a log of lost and found items.
				i.e., Store and secure lost and found items for required length of time.
				i.e., Follow property procedures for contacting guests about lost and found items.
i.e., Recognize and report suspicious situations.				
i.e., Identify and report unauthorized and suspicious persons.				
<b>INDICATOR 06.16</b> Identify safety and security issues unique to each segment to implement appropriate safety and security measures.	<b>MEASURE 06.16.01</b> Research guest safety and security issues unique to each venue to create safety guidelines.	O	Y	i.e., Monitor entrances, elevators, and stairways.
				i.e., Ensure limited late-night access to lobby areas.
				i.e., Monitor perimeter and grounds.
	<b>MEASURE 06.16.02</b> Research employee safety and security issues unique to each venue.	O	O	i.e., List guest safety/security issues at recreation venues.
				i.e., List guest safety/security issues at amusement venues.
				i.e., List guest safety/security issues at attraction venues.
				<b>Comment from Business/Industry:</b> Occupation-specific: Security department; manager-on-duty
				i.e., List employee safety/security issues at recreation, entertainment, and attraction venues.

	<b>MEASURE 06.16.03</b> Examine equipment safety, functionality, and durability to protect guests and minimize replacement costs.	<b>O</b>	<b>Y</b>	<i>i.e., Evaluate methods for equipment maintenance and repair to minimize down time.</i>
<b>INDICATOR 06.17</b> Create a resource base to manage emergency situations in recreation, amusement and attraction venues.	<b>MEASURE 06.17.01</b> Formulate methods of resolution and/or alternatives to potential safety hazards.	<b>O</b>	<b>Y</b>	<i>i.e., Create a proactive solution to address common safety hazards including lighting, sound, surface areas, political and social climate.</i>
				<i>i.e., Create a reactive solution to guests' exposure to a health hazard.</i>
				<i>i.e., Suggest ways to manage guests and groups facing safety hazards.</i>
				<i>i.e., Develop and role play mock emergency situations demonstrating caution and good judgment.</i>
	<b>MEASURE 06.17.02</b> Identify sources of assistance to utilize in emergency situations for self, co-workers and customers/guests.	<b>O</b>	<b>Y</b>	<b>Comment from Secondary:</b> Broader approach--deals with "others", not necessarily "clients/ customers/ other stakeholders".
				<i>i.e., Detail three resources for assistance with communication.</i>
				<i>i.e., Name the most common source for criminal assistance.</i>
				<i>i.e., Name a resource for assistance with environmental issues.</i>
				<i>i.e., List a source for assistance with legal issues.</i>
				<i>i.e., List two sources for assistance with medical or social services.</i>
<b>INDICATOR 06.18</b> Examine identified safety and security issues that require customer education in order to maintain a safe and accident-free venue.	<b>MEASURE 06.18.01</b> Disseminate information to customers addressing potential safety hazards and security issues.	<b>N</b>	<b>Y</b>	<i>i.e., Collect safety and security information relevant to the venue.</i>
				<i>i.e., Display safety and security information and materials.</i>
				<i>i.e., Distribute safety and security information appropriately to customer/guest.</i>
<b>INDICATOR 06.19</b> Implement safety health and environmental controls to enhance business productivity.	<b>MEASURE 06.19.01</b> Understand health and safety regulations to support a safe work environment.	<b>Y</b>	<b>Y</b>	<i>i.e., Describe health and safety regulations in business.</i>
				<i>i.e., Report noncompliance with business health and safety regulations.</i>
	<b>MEASURE 06.19.02</b> Implement safety procedures to minimize loss.	<b>Y</b>	<b>Y</b>	<i>i.e., Follow instructions for use of equipment tools and machinery.</i>
				<i>i.e., Follow safety precautions.</i>
				<i>i.e., Maintain a safe work environment.</i>
				<i>i.e., Explain procedures for handling accidents.</i>
<b>MEASURE 06.19.03</b> Assess needed safety policies/procedures to ensure protection of employees.	<b>O</b>	<b>Y</b>	<i>i.e., Identify potential safety issues.</i>	
			<i>i.e., Establish safety policies and procedures.</i>	

	<b>MEASURE 06.19.04</b> Implement security policies/procedures to minimize chance for loss.	<b>O</b>	<b>Y</b>	<i>i.e., Explain routine security precautions.</i>
				<i>i.e., Follow established security procedures/policies.</i>
				<i>i.e., Protect company information and intangibles.</i>
	<b>MEASURE 06.19.05</b> Develop policies/procedures to protect workplace security and confidentiality.	<b>O</b>	<b>Y</b>	<i>i.e., Identify potential security issues.</i>
				<i>i.e., Establish policies to protect company information and intangibles.</i>
				<i>i.e., Establish policies to maintain a non-hostile work environment.</i>
				<i>i.e., Establish policies and procedures to maintain physical security of the work environment.</i>

**TOPIC 7: LEADERSHIP AND TEAMWORK - Use leadership in collaborating with others to accomplish productive organizational goals and objectives with an awareness of cultural/global competence.**

<b>INDICATOR 07.01</b> Resolve conflicts to satisfy hospitality and tourism staff, guests/customers and others.	<b>MEASURE 07.01.01</b> Use conflict-management skills to facilitate solutions.	<b>Y</b>	<b>Y</b>	<i>i.e., Identify sources of conflict.</i>
				<i>i.e., Include stakeholders in a problem-solving session.</i>
				<i>i.e., Agree on an implement steps to resolve conflict.</i>
				<i>i.e., Follow up on results of implementation.</i>

**TOPIC 8: ETHICS AND LEGAL RESPONSIBILITIES –Know, understand, and model the importance of ethics, integrity, and legal responsibilities.**

<b>INDICATOR 08.01</b> Review ethical and legal responsibilities of hospitality and tourism businesses to understand their implications on guest/customer and employee conduct.	<b>MEASURE 08.01.01</b> Understand application of legal policies to comply with laws regarding hiring, harassment, and safety issues.	<b>Y</b>	<b>Y</b>	<b>Comment from Secondary:</b> Broader approach that addresses careers in hospitality and tourism cluster, not specific pathways or businesses.
				<i>i.e., Define legal and ethical responsibilities for safety procedures.</i>
				<i>i.e., Identify how harassment and stereotyping can create an unhealthy work environment.</i>
				<i>i.e., Demonstrate understanding of legal interviewing processes.</i>
				<i>i.e., Interpret workman's compensation requirements and forms.</i>
<b>MEASURE 08.01.02</b> Define ethical and legal guidelines relating to job performance.		<b>Y</b>	<b>Y</b>	<i>i.e., Maintain and understand standards of confidentiality.</i>
				<i>i.e., Identify ethical and legal situations which occur in the workplace.</i>
				<i>i.e., Develop responses to situations based on legal responsibilities and employer policies.</i>
				<i>i.e., Develop responses to situations based on ethical considerations.</i>

<p><b>INDICATOR 08.02</b> Identify ethical issues and concerns in the hospitality and tourism career field to aid in making career choices.</p>	<p><b>MEASURE 08.02.01</b> Describe observed ethical behavior in the workplace and the integral role these behaviors play in business.</p>	<p><b>O</b></p>	<p><b>Y</b></p>	<p><b>Comment from Secondary:</b> Broader approach that addresses careers in hospitality and tourism cluster, not specific pathways or businesses.</p> <p><i>i.e., Describe situations where ethical concerns can change the workplace.</i></p> <p><i>i.e., Identify problems that may arise if the workforce does not conduct itself ethically.</i></p> <p><i>i.e., Identify regulations that must be followed on a continuous basis in a given career area.</i></p> <p><i>i.e., List ethical liability issues that are specific to hospitality and tourism.</i></p>
<p><b>TOPIC 9: CAREER DEVELOPMENT, EMPLOYABILITY, AND CITIZENSHIP –Attend to personal health and financial well-being. Know and understand the importance of employability skills. Plan education and career paths aligned to personal goals and employability goals. Act as a responsible and contributing citizen and employee.</b></p>				
<p><b>INDICATOR 09.01</b> Explain written organizational policies, rules, and procedures to ensure hospitality and tourism employees effectively perform their jobs.</p>	<p><b>MEASURE 09.01.01</b> Locate appropriate information on organizational policies in handbooks and manuals.</p>	<p><b>Y</b></p>	<p><b>O</b></p>	<p><b>Comment from Business/Industry:</b> Networking/ marketing associations/ professional associations</p> <p><b>Comment from Secondary:</b> Broader approach that addresses careers in hospitality and tourism cluster, not specific pathways or businesses.</p> <p><i>i.e., Identify the contents of various organizational publications.</i></p> <p><i>i.e., Select the appropriate document(s) as reference for the situation.</i></p>
	<p><b>MEASURE 09.01.02</b> Identify and discuss the influence of specific organizational policies and rules on a specific work situation.</p>	<p><b>Y</b></p>	<p><b>O</b></p>	<p><i>i.e., Locate and identify specific organizational policy, rule or procedure to assist with a given situation.</i></p> <p><i>i.e., Explain specific organizational policy, rule or procedure to improve a given situation.</i></p>
<p><b>INDICATOR 09.02</b> Identify career opportunities in one or more hospitality and tourism career pathways to broaden awareness of careers available within the career cluster.</p>	<p><b>MEASURE 09.02.01</b> Research career opportunities based upon their fit with personal career goals in the hospitality and tourism industries.</p>	<p><b>Y</b></p>	<p><b>N</b></p>	
	<p><b>MEASURE 09.02.02</b> Match personal interests and aptitudes to careers in the hospitality and tourism industry when researching opportunities within the pathways.</p>	<p><b>Y</b></p>	<p><b>Y</b></p>	<p><i>i.e., Identify personal interests and aptitudes.</i></p> <p><i>i.e., Identify job requirements and characteristics of selected careers.</i></p> <p><i>i.e., Compare personal interests and aptitudes with job requirements and characteristics of career selected.</i></p> <p><i>i.e., Modify career goals based on results of personal interests and aptitudes with career requirements and characteristics.</i></p>

	<b>MEASURE 09.02.03</b> Examine entry-level, skilled level, and supervisory positions and the qualifications and skills needed for different levels of hospitality and tourism employment.	<b>Y</b>	<b>Y</b>	
	<b>MEASURE 09.02.04</b> Develop a career plan for advancement in hospitality and tourism careers.	<b>Y</b>	<b>N</b>	<b>Comment from Postsecondary:</b> May be more of an advisor role.
<b>INDICATOR 09.03</b> Review independently owned and chain-affiliated facilities in hospitality and tourism to compare and illustrate the advantages and disadvantages of working in each venue.	<b>MEASURE 09.03.01</b> Distinguish how an independently owned facility differs from other hospitality and tourism facilities.	<b>O</b>	<b>O</b>	<i>i.e., List advantages and disadvantages of working for an independently owned facility.</i>
				<i>i.e., List the advantages and disadvantages of working for a chain-affiliated facility.</i>
				<i>i.e., Conclude which type provides the best working environment to suit personal characteristics and values.</i>
	<b>MEASURE 09.03.02</b> Research career opportunities based upon their fit with personal career goals in the hospitality and tourism industries.	<b>Y</b>	<b>Y</b>	<i>i.e., Locate and interpret career information for at least one career cluster.</i>
			<i>i.e., Identify job requirements for career pathways.</i>	
			<i>i.e., Identify educational and credentialing requirements for career cluster and pathways.</i>	
<b>INDICATOR 09.04</b> Understand advancement procedures and the promotional work ladder within the hospitality and tourism industry to plan career objectives.	<b>MEASURE 09.04.01</b> Evaluate personal skills that may determine individual potential for growth within the hospitality and tourism industry.	<b>O</b>	<b>O</b>	<b>Comment from Business/Industry:</b> HUGE--strongly recommend; this is for personal growth, enhancement, life-long learning.
				<i>i.e., Comprehend the career ladder for each industry.</i>
				<i>i.e., Identify the head of each department and their responsibilities; .ex. Internship programs</i>
	<b>MEASURE 09.04.02</b> Explain what projects need to be accomplished or skills acquired to achieve a promotion.	<b>O</b>	<b>Y</b>	<i>i.e., Gather information on the skills of higher-level positions.</i>
			<i>i.e., Identify the process of applying for promotional positions and the person(s) to contact.</i>	
			<i>i.e., Write a career pathway plan.</i>	
<b>INDICATOR 09.05</b> Understand roles within teams, work units, departments, organizations, inter-organizational systems and the larger environment to identify how they affect the quality of the product or service the hospitality and tourism industry offers.	<b>MEASURE 09.05.01</b> Use organizational charts to analyze workplace operations.	<b>N</b>	<b>Y</b>	<i>i.e., Learn the functions of the department or unit within the larger organization.</i>
				<i>i.e., Integrate the functions of other departments or units to serve the guest/customer.</i>

<b>INDICATOR 09.06</b> Research the major duties and qualifications for managerial and entry-level positions common to lodging back-of-the-house operations to guide career choices.	<b>MEASURE 09.06.01</b> Examine the characteristics of chief engineers, food and beverage managers, controllers, and information technology managers, to facilitate selection of career choices.	O	Y	<i>i.e., List three qualifications for each position</i> <i>i.e., Describe the major duties for each position.</i>
	<b>MEASURE 09.06.02</b> Describe characteristics of lodging supervisory positions and personnel.	O	Y	<i>i.e., Detail three supervisory jobs in lodging.</i> <i>i.e., List three qualifications of each supervisory level job.</i>
	<b>MEASURE 09.06.03</b> Describe characteristics of lodging managerial positions and personnel.	O	Y	<i>i.e., Detail three managerial positions in lodging.</i> <i>i.e., List three qualifications for each managerial job.</i>
<b>INDICATOR 09.07</b> Examine the characteristics of general, catering, human resource, marketing, sales and resident managers to facilitate selection of career choices.	<b>MEASURE HTBP 09.07.01</b> Examine the characteristics of general, catering, human resource, marketing, sales and resident managers to facilitate selection of career choices.	O	Y	<i>i.e., List three qualifications for each type of manager.</i> <i>i.e., Describe the major duties for each type of manager.</i>
<b>INDICATOR 09.08</b> Contrast positions in the lodging industry to distinguish qualifications and characteristics needed for each type of position.	<b>MEASURE 09.08.01</b> Describe entry-level lodging industry positions.	O	Y	<i>i.e., Detail three entry level jobs in lodging.</i> <i>i.e., List three qualifications for each entry level job.</i>
	<b>MEASURE 09.08.02</b> Describe supervisory lodging industry positions.	O	Y	<i>i.e., Detail three supervisory jobs in lodging.</i> <i>i.e., List three qualifications for each supervisory level job.</i>
	<b>MEASURE 09.08.03</b> Describe managerial lodging industry position.	O	Y	<i>i.e., Detail three managerial positions in lodging.</i> <i>i.e., List three qualifications for each managerial job.</i>
<b>INDICATOR 09.09</b> Analyze the functions performed by different divisions and departments within a lodging operation to visualize the interaction of all areas.	<b>MEASURE 09.09.01</b> Describe how the essential departments of a lodging operation work cooperatively to achieve guest service standards.	O	O	<i>i.e., Examine the functions of the rooms division.</i>
				<i>i.e., Detail the functions of food and beverage division.</i>
				<i>i.e., Describe the functions of the engineering and maintenance department.</i>
				<i>i.e., Describe the functions of the marketing and sales division.</i>
				<i>i.e., Detail the functions of the accounting department.</i>
				<i>i.e., Describe the functions of the human resource office.</i>
	<i>i.e., Describe the functions of the security department.</i>			
<b>MEASURE 09.09.02</b> Summarize the functions of the food and beverage department.	O	O	<i>i.e., Detail the functions of the restaurant(s).</i> <i>i.e., Detail the functions of room service.</i> <i>i.e., Detail the functions of the lounge(s) or bar(s).</i> <i>i.e., Detail the functions of the catering department.</i>	

	<b>MEASURE 09.09.03</b> Summarize the functions of the engineering and maintenance division.	<b>O</b>	<b>O</b>	<i>i.e., Detail the functions of general maintenance.</i>
				<i>i.e., Detail the functions of grounds maintenance.</i>
				<i>i.e., Detail the functions of the engineering department.</i>
				<i>i.e., Detail the functions of emergency maintenance.</i>
	<b>MEASURE 09.09.04</b> Summarize the functions of the marketing and sales division.	<b>O</b>	<b>O</b>	<i>i.e., Detail two types of marketing materials for the lodging facility.</i>
			<i>i.e., Detail two types of units for sale.</i>	
			<i>i.e., Detail the function of the marketing personnel.</i>	
			<i>i.e., Detail the function of the sales personnel.</i>	
<b>MEASURE 09.09.05</b> Summarize the functions of the accounting department.	<b>O</b>	<b>O</b>	<i>i.e., Explain the function of the accounting department.</i>	
			<i>i.e., Explain the role of the accounting department in payroll.</i>	
<b>MEASURE 09.10.06</b> Summarize the functions of the human resource department.	<b>O</b>	<b>O</b>	<i>i.e., Explain the role of the human resource department in hiring.</i>	
			<i>i.e., Explain the role of the human resource department in handling complaints.</i>	
<b>MEASURE 09.09.07</b> Summarize the functions of the security department.	<b>O</b>	<b>O</b>	<i>i.e., List the role of the security personnel.</i>	
			<i>i.e., List the function of security equipment.</i>	

**TOPIC 10: TECHNICAL LITERACY – Apply technical knowledge and skills required to pursue careers in a specific career cluster and/or career pathway.**

<b>INDICATOR 10.01</b> Utilize recognized customer service skills needed to be successful in the hospitality and tourism industry.	<b>MEASURE 10.01.01</b> Apply customer service skills to ensure guest satisfaction.	<b>Y</b>	<b>Y</b>	<i>i.e., Define customer service.</i>
				<i>i.e., Evaluate customer service scenarios.</i>
				<i>i.e., Determine appropriate customer service solutions.</i>
				<i>i.e., Describe how customer service affects a company's "bottom line."</i>
<b>INDICATOR 10.02</b> Utilize different types of payment options to facilitate customer payments for services.	<b>MEASURE 10.02.01</b> Process different types of payments to accommodate the guest/customer.	<b>O</b>	<b>Y</b>	<i>i.e., Accept cash payments.</i>
				<i>i.e., Make a credit card transaction.</i>
				<i>i.e., Settle a direct bill account.</i>
				<i>i.e., Combine payment methods to serve guests/customers.</i>

**TOPIC 11: TECHNICAL SKILLS - TRAVEL & TOURISM CAREER PATHWAY - Use the technical knowledge and skills required to pursue the targeted careers for the Travel and Tourism career pathway, including knowledge of design, operation, and maintenance of technological systems critical to the Hospitality and Tourism industry.**

<b>INDICATOR 11.01</b> Utilize recognized customer service skills needed to be successful in the Travel and Tourism industry.	<b>MEASURE 11.01.01</b> Apply customer service skills to ensure guest satisfaction.	<b>Y</b>	<b>Y</b>	<i>e.g., Define customer service.</i>
				<i>e.g., Evaluate customer service scenarios.</i>
				<i>e.g., Determine appropriate customer service solutions.</i>
				<i>e.g., Describe how customer service affects a company's "bottom line."</i>

<b>INDICATOR 11.02</b> Utilize different types of payment options to facilitate customer payments for services.	<b>MEASURE 11.02.01</b> Process different types of payment to accommodate the guest/customer.	<b>O</b>	<b>O</b>	<i>e.g., Accept cash payments.</i>
				<i>e.g., Make a credit card transaction.</i>
				<i>e.g., Settle a direct bill account.</i>
				<i>e.g., Combine payment methods to serve guests/customers.</i>

**TOPIC 12: TECHNICAL SKILLS - RECREATION/ENTERTAINMENT/ATTRACTIONS CAREER PATHWAY - Use the technical knowledge and skills required to pursue the targeted careers for the Recreation, Amusements, and Attractions career pathway, including knowledge of design, operation, and maintenance of technological systems critical to the Hospitality and Tourism industry.**

<b>INDICATOR 12.01</b> Identify operational departments in hospitality and tourism to develop marketing strategies in recreation, amusements, and attractions.	<b>MEASURE 12.01.01</b> Describe the use of market segmentation to design marketing plans.	<b>N</b>	<b>Y</b>	<i>e.g., List the groups or demographics of the groups to be targeted.</i>
				<i>e.g., Describe how this factor affects the marketing strategies.</i>
	<b>MEASURE 12.01.02</b> Describe the impact of seasonality on the design of marketing plans.	<b>N</b>	<b>Y</b>	<i>e.g., List the seasons that are most popular for each venue.</i>
				<i>e.g., Give a scenario of a "worst" season.</i>
	<b>MEASURE 12.01.03</b> Describe the ways to incorporate a loyalty program into the marketing plan.	<b>N</b>	<b>Y</b>	<i>e.g., List ways to entice the customer to return.</i>
				<i>e.g., Give methods to convince customers to refer others to the facility.</i>
<b>INDICATOR 12.03</b> Explore the types of recreation, amusements, and attractions to gain awareness of the diverse operational units in the hospitality and tourism industry.	<b>MEASURE 12.03.01</b> Describe operational methods used at an amusement venue.	<b>N</b>	<b>Y</b>	<i>e.g., Detail characteristics unique to the gaming venue.</i>
				<i>e.g., Describe the organizational requirements for operating a casino.</i>
				<i>e.g., List the benefits and disadvantages such management would encounter.</i>

**TOPIC 13: TECHNICAL SKILLS - LODGING CAREER PATHWAY - Use the technical knowledge and skills required to pursue the targeted careers in the Lodging Career Pathway, including knowledge of design, operation, and maintenance of technological systems critical to the Hospitality & Tourism industry.**

<b>INDICATOR 13.01</b> Explain procedures to meet guest needs through guest registration, rate assignment, room assignment, and determination of payment methods.	<b>MEASURE 13.01.01</b> Describe the necessary information during the registration process to correctly register guests.	<b>N</b>	<b>Y</b>	<i>e.g., Check for pre-registration information.</i>
				<i>e.g., Verify guest registration card is completed.</i>
				<i>e.g., Identify the length of stay.</i>
				<i>e.g., Identify the method of payment.</i>
	<b>MEASURE 13.01.02</b> Explain how room rates are established and assigned.	<b>N</b>	<b>O</b>	<i>e.g., Specify a standard rate.</i>
				<i>e.g., List special room rates.</i>
				<i>e.g., Describe rates that include meal plans, such as the American Plan, the Modified American Plan, and the European Plan.</i>
				<i>e.g., Demonstrate an "upsell" to arriving guests.</i>
	<b>MEASURE 13.01.03</b> Explain how availability, room status, and other operating guidelines affect the assignment of guestrooms.	<b>N</b>	<b>Y</b>	<i>e.g., Determine when a room is available for sale.</i>
				<i>e.g., Issue keys or electronic keycards to registering guests using standard guidelines.</i>
<i>e.g., Use property maps to direct guests to their room locations.</i>				

	<b>MEASURE 13.01.04</b> Explain how methods of payment are established with arriving guests to clarify payment procedures.	<b>N</b>	<b>Y</b>	<i>e.g., Describe common payment methods for arriving guests.</i>
				<i>e.g., Demonstrate procedure for accepting payment by check.</i>
				<i>e.g., Demonstrate procedure for accepting payment by credit card.</i>
				<i>e.g., Describe special payment methods.</i>
	<b>MEASURE 13.01.05</b> Explain how a property's computer system is used to create guest accounts.	<b>N</b>	<b>Y</b>	<i>e.g., Identify different types of accounts.</i>
				<i>e.g., Identify types of charges that can be posted to accounts.</i>
				<i>e.g., Explain how account entries are made through front desk terminals and remote point-of-sale terminals.</i>
<b>INDICATOR 13.02</b> Understand the importance of check-out procedures to ensure guest satisfaction and verify settlement of account.	<b>MEASURE 13.02.01</b> Explain the importance of check-out procedures, including verifying settlement of accounts, to ensure guest satisfaction.	<b>N</b>	<b>Y</b>	<i>e.g., Inquire about recent charges.</i>
				<i>e.g., Post outstanding charges to guest accounts.</i>
				<i>e.g., Verify account information.</i>
				<i>e.g., Check for mail, messages, and faxes.</i>
				<i>e.g., Check for safe deposit or in-room safe keys.</i>
				<i>e.g., Secure the room key or electronic keycard.</i>
	<b>MEASURE 13.02.02</b> Explain account settlement procedures for different types of payment.	<b>N</b>	<b>Y</b>	<i>e.g., Verify the method of payment established at registration.</i>
				<i>e.g., Process account payments for guests using cash.</i>
				<i>e.g., Process account payments for guests using credit cards.</i>
				<i>e.g., Process account payments for guests using direct billing arrangements.</i>
<i>e.g., Present the account for payment to the guest.</i>				
<i>e.g., Update the room's status through the property's computer system.</i>				
			<i>e.g., Inquire about guest satisfaction to create a guest history record file.</i>	

# Technical Skill Assessment Blueprint

7/1/2014

## Pathways: Recreation, Amusements, and Attractions

### Cluster: Hospitality and Tourism

An "assessment blueprint" is a document that indicates the knowledge and skills that will be covered in an assessment instrument and the percentage of the assessment that will be devoted to each area of knowledge and skills. The Minnesota assessment blueprints will be used to review the appropriateness of existing assessments by determining how closely those assessments match up to what the Hospitality and Tourism career pathways working groups have determined should be assessed. The assessment blueprints can also be used to guide the development of new assessments where suitable third-party assessments do not exist.

		<b>SECONDARY</b>	<b>POST-SECONDARY</b>	<b>BUSINESS &amp; INDUSTRY</b>
		<b>% of Assessment ↓</b>	<b>% of Assessment ↓</b>	<b>% of Assessment ↓</b>
<b>TOPIC 1</b>	<b>ACADEMIC FOUNDATIONS:</b> Achieve additional academic knowledge and skills required to pursue the full range of career and education opportunities within a career cluster and/or career pathway.	<b>15%</b>	<b>5%</b>	<b>10%</b>
<b>TOPIC 2</b>	<b>COMMUNICATIONS</b> - Communicate clearly and effectively with reason including technical terminology and information.	<b>15%</b>	<b>15%</b>	<b>15%</b>
<b>TOPIC 3</b>	<b>PROBLEM-SOLVING AND CRITICAL THINKING</b> - Utilize critical thinking skills to make sense of problems and persevere in solving them. Employ valid, reliable research strategies. Demonstrate creativity and innovation.	<b>15%</b>	<b>15%</b>	<b>19%</b>
<b>TOPIC 4</b>	<b>TECHNOLOGY APPLICATIONS</b> - Use technology to enhance productivity.	<b>8%</b>	<b>5%</b>	<b>10%</b>
<b>TOPIC 5</b>	<b>ORGANIZATIONAL AND GLOBAL SYSTEMS</b> – Understand the environmental, social, and economic impacts of decisions within an organization. Understand global context of industries and careers.	<b>5%</b>	<b>10%</b>	<b>5%</b>
<b>TOPIC 6</b>	<b>SAFETY, HEALTH, AND ENVIRONMENT</b> – Understand the importance of safety, health, and environmental management systems and their importance to organizational performance and regulatory compliance.	<b>10%</b>	<b>10%</b>	<b>5%</b>
<b>TOPIC 7</b>	<b>LEADERSHIP AND TEAMWORK</b> - Use leadership in collaborating with others to accomplish productive organizational goals and objectives with an awareness of cultural/global competence.	<b>10%</b>	<b>15%</b>	<b>19%</b>
<b>TOPIC 8</b>	<b>ETHICS AND LEGAL RESPONSIBILITIES</b> –Know, understand, and model the importance of ethics, integrity, and legal responsibilities.	<b>6%</b>	<b>10%</b>	<b>5%</b>
<b>TOPIC 9</b>	<b>CAREER DEVELOPMENT, EMPLOYABILITY, AND CITIZENSHIP</b> –Attend to personal health and financial well-being. Know and understand the importance of employability skills. Plan education and career paths aligned to personal goals and employability goals. Act as a responsible and contributing citizen and employee.	<b>8%</b>	<b>5%</b>	<b>6%</b>
<b>TOPIC 10</b>	<b>TECHNICAL LITERACY</b> – Apply technical knowledge and skills required to pursue careers in a specific career cluster and/or career pathway.	<b>8%</b>	<b>10%</b>	<b>6%</b>
		<b>100%</b>	<b>100%</b>	<b>100%</b>



## Hospitality and Tourism: Recreation, Amusements and Attractions Career Pathway Plan of Study for ► Learners ► Parents ► Counselors ► Teachers/Faculty

This Career Pathway Plan of Study (based on the Recreation, Amusements and Attractions Pathway of the Hospitality and Tourism Career Cluster) can serve as a guide, along with other career planning materials, as learners continue on a career path. Courses listed within this plan are only recommended coursework and should be individualized to meet each learner's educational and career goals. \*This Plan of Study, used for learners at an educational institution, should be customized with course titles and appropriate high school graduation requirements as well as college entrance requirements.

EDUCATION LEVELS	GRADE	English/ Language Arts	Math	Science	Social Studies/ Sciences	Other Required Courses Other Electives Recommended Electives Learner Activities	*Career and Technical Courses and/or Degree Major Courses for Recreation, Amusements and Attractions Pathway	SAMPLE Occupations Relating to This Pathway
<i>Interest Inventory Administered and Plan of Study Initiated for all Learners</i>								
SECONDARY	9	English/ Language Arts I	Algebra I	Earth or Life or Physical Science	State History Civics	All plans of study should meet local and state high school graduation requirements and college entrance requirements. Certain local student organization activities are also important including public speaking, record keeping and work-based experiences.	<ul style="list-style-type: none"> <li>• Introduction to Hospitality and Tourism</li> <li>• Information Technology Applications</li> </ul>	<ul style="list-style-type: none"> <li>► Club Personnel</li> <li>► Family Centers               <ul style="list-style-type: none"> <li>• Manager</li> <li>• Equipment Operator</li> <li>• Maintenance Personnel</li> </ul> </li> <li>► Facilities Manager</li> <li>► Fairs/Festivals               <ul style="list-style-type: none"> <li>• Event Planner</li> <li>• Supervisor</li> <li>• Manager</li> <li>• Promotional Developer</li> </ul> </li> <li>► Gaming and Casino               <ul style="list-style-type: none"> <li>• Manager</li> <li>• Supervisor</li> <li>• Dealer</li> <li>• Maintenance Personnel</li> <li>• Security and Safety Personnel</li> </ul> </li> <li>► Historical/Cultural/ Architectural/ Ecological               <ul style="list-style-type: none"> <li>• Guide</li> <li>• Ranger</li> </ul> </li> <li>► Museums/Zoos/ Aquariums Personnel</li> <li>► Parks and Gardens Ranger</li> <li>► Resort Trainer and Instructor</li> <li>► Sports Promoter</li> <li>► Theme Parks/Amusement Parks Personnel</li> <li>► Ticket Vendor</li> </ul>
	10	English/ Language Arts II	Geometry	Biology	U.S. History		<ul style="list-style-type: none"> <li>• Service Marketing</li> </ul>	
	11	English/ Language Arts III	Algebra II	Chemistry	World History Economics		<ul style="list-style-type: none"> <li>• Event and Project Planning and Management</li> </ul>	
	<i>College Placement Assessments-Academic/Career Advisement Provided</i>							
	12	English/ Language Arts IV	Research or Statistics or Finance/ Accounting	Physics	Psychology Geography	<ul style="list-style-type: none"> <li>• Marketing for Hospitality and Tourism</li> <li>• Hospitality and Tourism Internship</li> </ul>		
<i>Articulation/Dual Credit Transcribed-Postsecondary courses may be taken/moved to the secondary level for articulation/dual credit purposes.</i>								
POSTSECONDARY	Year 13	English Composition English Literature	Algebra Statistics	Food Science Principles of Engineering	Political Science Economics	All plans of study need to meet learners' career goals with regard to required degrees, licenses, certifications or journey worker status. Certain local student organization activities may also be important to include.	<ul style="list-style-type: none"> <li>• Development and Management of Attractions and Events</li> <li>• Issues of Safety and Security</li> </ul>	
	Year 14	Speech/ Oral Communication	Accounting	Biological Science Applied Physics	Sociology Psychology		<ul style="list-style-type: none"> <li>• Merchandising the Recreation Industry</li> <li>• Overview of Gaming</li> </ul>	
	Year 15	Continue courses in the area of specialization.					<ul style="list-style-type: none"> <li>• Continue Courses in the Area of Specialization</li> </ul>	
	Year 16						<ul style="list-style-type: none"> <li>• Complete Recreation, Amusements and Attractions Major (4-Year Degree Program)</li> </ul>	