Hospitality & Lodging Services

Career Cluster	Hospitality and Tourism
Course Code	16101
Prerequisite(s)	None
Credit	0.5
Program of Study and Sequence	Introduction to Hospitality– **Hospitality and Lodging Services** – Hospitality and Lodging Management – Capstone Experience
Student Organization	Family, Career, and Community Leaders of America (FCCLA), Future Business Leaders of America (FBLA), Skills USA
Coordinating Work-Based Learning	Job shadowing, industry tours, guest speakers, interviews of professionals, mentoring, entrepreneurship
Industry Certifications	Occupational Safety and Health Administration (OSHA), National Career Readiness Certificate (NCRC)
Dual Credit or Dual Enrollment	NA
Teacher Certification	Hospitality & Tourism Cluster Endorsement; FACS Endorsement; *FACS Education; Business Management & Administration Cluster Endorsement
Resources	FCCLA Hospitality & Tourism STAR Event, Career Investigation STAR Event, Entrepreneurship STAR Event, SkillsUSA Entrepreneurship Competition, SkillsUSA Customer Service Competition, FBLA Emerging Business Issues Presentation Event

Course Description:

The Hospitality & Lodging Services course provides an overview of lodging industries. Students learn about lodging, front office operations, occupancy levels, recreation, and recreation agencies. Students will explore current trends, ethical issues, safety, and liabilities within these industries.

Program of Study Application

Hospitality and Lodging Services is a pathway course in the Hospitality and Tourism career cluster; Lodging Pathway.

Adopted March 2018

Course Standards

HLS 1 S
Students will investigate careers in the lodging pathway.

Webb Level	Sub-indicator	Integrated Content
Level 1: Recall	HLS 1.1 Identify current and emerging career opportunities in the hospitality & lodging industry	Career opportunities related to technology, sales and marketing
Level 2: Skill/Concept	HLS 1.2 Explore education and skills/experiences needed for hospitality and lodging careers	
Level 3: Strategic Thinking	HLS 1.3 Discuss legal and ethical aspects of careers in the hospitality & lodging industry	Ethical case studies & scenarios

Notes

HLS 2 Students will explore lodging and guest amenity options.

Webb Level	Sub-indicator	Integrated Content
Level 1: Recall	HLS 2.1 Identify lodging classifications	Location, style & function, vacation properties, price, etc.
Level 3: Strategic Thinking	HLS 2.2 Differentiate among the types of lodging accommodations and guest amenities	Accommodation & amenities types could include hotel, motel, resorts, hunting lodges, campgrounds, casino hotels, hostels, spas, extended stay, time shares

Notes

HLS 3 Students will apply concepts of quality service to assure customer satisfaction.

Webb Level	Sub-indicator	Integrated Content
Level 1: Recall	HLS 3.1 Explain guest service and its importance to lodging	
Level 2: Skill/Concept	HLS 3.2 Describe the stages of the guest cycle and roles lodging employees play in each stage	Stages include pre-arrival, arrival, occupancy and departure
Level 3: Strategic Thinking	HLS 3.3 Demonstrate customer service skills to ensure quality service and guest satisfaction	Service skills may include courteous telephone behavior, professional behavior, time management, and professional dress.

Notes

HLS 4 Students will analyze safety, security, and environmental issues in the lodging industry.

Webb Level	Sub-indicator	Integrated Content
Level 3: Strategic Thinking	HLS 4.1 Investigate safe working habits and security procedures for lodging facilities	Job safety employee analysis
Level 3: Strategic Thinking	HLS 4.2 Justify purpose of security practices and policies used by lodging facilities	Security may include lighting, key control, OSHA, in-house security, security monitoring
Level 3: Strategic Thinking	HLS 4.3 Assess emergency preparedness plan in lodging facilities	Emergency preparedness could include evacuation plans, first aid, basic firefighting, power failure, response techniques, crowd control and emergency equipment use

Notes

HLS 5 Students will investigate lodging operations of front office and housekeeping.

Webb Level	Sub-indicator	Integrated Content
Level 2: Skill/Concept	HLS 5.1 Explain elements of front office operations	Elements may include room availability, room status, and assignment of guestrooms.
Level 2: Skill/Concept	HLS 5.2 Explain elements of housekeeping operations	Elements may include cleaning basics, room inspections, guestroom maintenance, turndown services, linen & laundry, public spaces
Level 3: Strategic Thinking	HLS 5.3 Research how technology impacts lodging operations	Technology effects may include on-line booking, on-line reviews, staff training, & guest services

Notes