

Correlation of National Standards for Hospitality, Tourism, and Recreation with *Hospitality Services*

In planning your program, you may want to use the following correlation chart. This chart correlates the Family and Consumer Sciences Education National Standards with the content of *Hospitality Services*. It lists the competencies for each of the content standards for Hospitality, Tourism, and Recreation. It also identifies the major text concepts that relate to each competency. Bold numbers indicate chapters in which concepts are found.

After studying the content of this text, students will be able to achieve the following comprehensive standard:

10.0 Integrate knowledge, skills, and practices required for careers in hospitality, tourism, and recreation.

Content Standard 10.1	
Analyze career paths within the hospitality, tourism and recreation industries.	
Competencies	Text Concepts
<p>10.1.1 Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.</p>	<p>1: Industry Complexity, A Customer Focus 2: Customers, Customers' Needs, Satisfying Customer Needs, Hospitality Employees, Critical Moments, Customer Service Plan, Customer Relations Techniques 4: Types of Foodservice Operations, Commercial Foodservice, Noncommercial Foodservice, Functions in Foodservice 6: General Manager, Front-of-the-House Functions, Front-of-the-House Staff, Back-of-the-House Functions, Back-of-the-House Staff 7: Banquet Department, Room Service, Beverage Department 8: Staff, Purchasing, Receiving, Storage, Inventory 9: Role of the Manager 11: Traits of Front Office Staff, Role of the Front Office Manager 12: Role of the Executive Housekeeper 13: Role of the Director of Security 14: Engineering Staff 15: Travel Careers—Present and Future 16: Tourism: The World's Largest Industry, Tours, Careers in Tourism 17: Benefits of Recreation and Leisure, Public/Community Agencies, Nonprofit Agencies, Private Agencies, Specialized Recreation, Careers in Recreation 18: Business Structure, Management Functions, Management Levels 19: The General Manager, Management Tasks, Management Skills 20: Human Resources Division, Recruitment, Compensation and Benefits, Policies and Procedures, Regulatory Compliance, Employee Performance, Record Keeping, Labor Relations, Employee Retention, HR Staff, HR Issues</p>

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Competencies	Text Concepts
<p>10.1.1 (Continued)</p>	<p>21: Marketing, The Marketing Plan, Promotion Methods, Hospitality Marketing</p> <p>22: Functions, The Controller, Departments Within Accounting, Personal Qualities and Skills, Technological Innovations</p> <p>23: Safety vs. Emergencies, The Role of Government, Safety and Accident Prevention, Emergencies, Emergency Action Plans, Minor Emergencies, Major Emergencies</p> <p>24: Laws and Regulations, Enforcing Government Regulations, Liability Issues, Ethical Issues, Ethics in Hospitality, Work Ethic</p> <p>25: Advantages, Challenges, Learn About Hospitality Careers, Learn About Preparation Requirements</p> <p>26: Career Choices</p> <p>27: Entrepreneurship</p>
<p>10.1.2 Analyze opportunities for employment in hospitality, tourism, and recreation careers.</p>	<p>1: Industry Complexity</p> <p>4: Types of Foodservice Operations, Commercial Foodservice, Noncommercial Foodservice, Functions in Foodservice</p> <p>6: General Manager, Front-of-the-House Functions, Front-of-the-House Staff, Back-of-the-House Functions, Back-of-the-House Staff</p> <p>7: Banquet Department, Room Service, Beverage Department</p> <p>8: Staff, Purchasing, Receiving, Storage, Inventory</p> <p>11: Traits of Front Office Staff, Role of the Front Office Manager</p> <p>12: Role of the Executive Housekeeper</p> <p>13: Role of the Director of Security</p> <p>14: Engineering Staff</p> <p>15: Travel Careers—Present and Future</p> <p>16: Tourism: The World’s Largest Industry, Tours, Careers in Tourism</p> <p>17: Benefits of Recreation and Leisure, Public/Community Agencies, Nonprofit Agencies, Private Agencies, Specialized Recreation, Careers in Recreation</p> <p>18: Business Structure, Management Functions, Management Levels</p> <p>19: The General Manager, Management Tasks, Management Skills</p> <p>20: Human Resources Division, Recruitment, Compensation and Benefits, Policies and Procedures, Regulatory Compliance, Employee Performance, Record Keeping, Labor Relations, Employee Retention, HR Staff, HR Issues</p> <p>21: Marketing, Hospitality Marketing</p> <p>22: Functions, The Controller, Departments Within Accounting, Personal Qualities and Skills, Technological Innovations</p> <p>25: Advantages, Challenges, Learn About Hospitality Careers, Learn About Preparation Requirements, Make a Career Plan</p> <p>26: Career Choices, Actions for Advancement</p> <p>27: Entrepreneurship</p>

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Competencies	Text Concepts
<p>10.1.3 Summarize education and training requirements and opportunities for career paths in hospitality, tourism, and recreation careers.</p>	<p>6: Front-of-the-House Staff, Back-of-the-House Staff 7: Banquet Department Staff, Room Service Staff, Beverage Department Staff 9: HACCP, Role of the Manager 11: Role of the Front Office Manager 12: Role of the Executive Housekeeper 15: Travel Careers—Present and Future 16: Careers in Tourism 17: Careers in Recreation 18: Business Structure, Management Functions, Management Levels 19: Management Skills 20: Human Resources Division, Recruitment, Compensation and Benefits, Policies and Procedures, Regulatory Compliance, Employee Performance, Record Keeping, Labor Relations, Employee Retention, HR Staff, HR Issues 21: Marketing, Hospitality Marketing 22: Functions, The Controller, Departments Within Accounting, Personal Qualities and Skills, Technological Innovations 25: Advantages, Challenges, Learn About Hospitality Careers, Learn About Preparation Requirements, Make a Career Plan 26: Career Choices, Actions for Advancement 27: Entrepreneurship, Where to Start</p>
<p>10.1.4 Analyze the impact of hospitality occupations on local, state, national, and global economies.</p>	<p>1: Size and Economic Impact, Industry Complexity 3: Factors Affecting Success 15: The Travel Industry, Market Segments of Travelers 16: Tourism: The World’s Largest Industry, Segments of Tourism, Tourism Impacts 17: Public/Community Agencies, Nonprofit Agencies, Private Agencies, Specialized Recreation, Special Events, Entertainment, Careers in Recreation</p>
<p>10.1.5 Create an employment portfolio for use with applying for internships and work-based learning opportunities in hospitality, tourism, and recreation careers.</p>	<p>1: Professional Associations 25: Make a Career Plan</p>
<p>10.1.6 Analyze the role of professional organizations in the hospitality, tourism, and recreation professions.</p>	<p>1: Professional Associations 3: Trends for the Future 16: Careers in Tourism 19: Management Skills 26: Actions for Advancement</p>

Content Standard 10.2

Demonstrate procedures applied to safety, security, and environmental issues.

Competencies	Text Concepts
<p>10.2.1 Explain the importance of safety, security, and environmental issues related to the hospitality, tourism, and recreation industries.</p>	<p>3: Factors Affecting Success</p> <p>9: Sources of Foodborne Illness, Preventing Foodborne Illness, Government Regulations, Role of the Manager</p> <p>11: Guest Security</p> <p>12: Cleanliness and Sanitation, Limiting Guest Room Access</p> <p>13: Overview of Security, Structural Security, Security Policies, Surveillance, Safety and Emergency Procedures, Records and Investigations, Security and Front Desk Cooperation, Role of All Employees, Preventing Employee Theft, Role of the Director of Security</p> <p>15: Modes of Travel, Travel Careers—Present and Future</p> <p>16: Documents for Travel and Tourism, A New World of Travel After 9/11, Travel Information, GIVE, Tourism Impacts</p> <p>23: Safety vs. Emergencies, The Role of Government, Safety and Accident Prevention, Emergencies, Emergency Action Plans, Minor Emergencies, Major Emergencies</p>
<p>10.2.2 Demonstrate procedures for assuring guest or customer safety.</p>	<p>9: Sources of Foodborne Illness, Preventing Foodborne Illness, Government Regulations, HACCP, Role of the Manager</p> <p>11: Guest Security</p> <p>12: Limiting Guest Room Access</p> <p>13: Overview of Security, Structural Security, Security Policies, Surveillance, Safety and Emergency Procedures, Records and Investigations, Security and Front Desk Cooperation, Role of All Employees, Preventing Employee Theft, Role of the Director of Security</p> <p>16: Documents for Travel and Tourism, A New World of Travel After 9/11, Travel Information</p> <p>23: Safety vs. Emergencies, The Role of Government, Safety and Accident Prevention, Emergencies, Emergency Action Plans, Minor Emergencies, Major Emergencies</p>
<p>10.2.3 Evaluate evacuation plans and emergency procedures.</p>	<p>13: Overview of Security, Safety and Emergency Procedures</p> <p>23: Safety vs. Emergencies, The Role of Government, Safety and Accident Prevention, Emergencies, Emergency Action Plans, Minor Emergencies, Major Emergencies</p>
<p>10.2.4 Demonstrate management and conservation of resources for energy efficiency and protection of the environment.</p>	<p>1: Sustainability</p> <p>4: Creating a Food Waste and Recovery Program</p> <p>5: Energy-Efficient Ice Machines</p> <p>8: Using Information Technology to Reduce Food Waste</p> <p>12: Towel Laundering</p> <p>15: Green Airports</p> <p>16: GIVE, Tourism Impacts</p> <p>17: History of Public Parks and Recreation, State Parks, National Parks, NOLS, The X Games</p>

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Competencies	Text Concepts
10.2.4 (Continued)	<p>22: Green POS Systems</p> <p>24: Laws and Regulations</p>
<p>10.2.5 Design a system for documenting, investigating, and taking action on safety, security, and environmental issues.</p>	<p>4: Creating a Food Waste and Recovery Program</p> <p>8: Using Information Technology to Reduce Food Waste</p> <p>9: HACCP</p> <p>11: Guest Security</p> <p>12: Limiting Guest Room Access</p> <p>13: Overview of Security, Structural Security, Security Policies, Surveillance, Safety and Emergency Procedures, Records and Investigations, Security and Front Desk Cooperation, Role of All Employees, Preventing Employee Theft, Role of the Director of Security</p> <p>23: Safety vs. Emergencies, The Role of Government, Safety and Accident Prevention, Emergencies, Emergency Action Plans, Minor Emergencies, Major Emergencies, Medical Waste</p>
<p>Content Standard 10.3</p> <p>Apply concepts of quality service to assure customer satisfaction.</p>	
<p>10.3.1 Apply industry standards for service methods that meet expectations of guests or customers.</p>	<p>1: A Customer Focus</p> <p>2: Customers, Customers' Needs, Satisfying Customer Needs, Hospitality Employees, Critical Moments, Customer Service Plan, Customer Relations Techniques</p> <p>3: Hospitality Today</p> <p>6: Front-of-the-House Functions, Front-of-the-House Staff</p> <p>12: Cleanliness and Sanitation, Guest Rooms, Public Areas, Laundry, Contract Services</p> <p>14: Recreation Equipment, Grounds</p> <p>15: The Travel Industry</p> <p>16: Documents for Travel and Tourism</p> <p>24: Laws and Regulations, Enforcing Government Regulations, Liability Issues, Ethical Issues, Ethics in Hospitality, Work Ethic</p>
<p>10.3.2 Analyze the relationship between employee attitude, appearance, and actions and guest or customer satisfaction.</p>	<p>2: Customers, Customers' Needs, Satisfying Customer Needs, Hospitality Employees, Critical Moments, Customer Service Plan, Customer Relations Techniques</p> <p>6: Front-of-the-House Functions, Front-of-the-House Staff</p> <p>11: Traits of Front Office Staff</p> <p>12: Cleanliness and Sanitation, Guest Rooms, Public Areas, Laundry, Contract Services</p> <p>14: Recreation Equipment, Grounds</p> <p>24: Laws and Regulations, Enforcing Government Regulations, Liability Issues, Ethical Issues, Ethics in Hospitality, Work Ethic</p> <p>26: Succeeding on the Job</p>

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Competencies	Text Concepts
<p>10.3.3 Apply a system to evaluate and resolve employee, employer, guest, or customer complaints.</p>	<p>2: Customers, Customers' Needs, Satisfying Customer Needs, Hospitality Employees, Critical Moments, Customer Service Plan, Customer Relations Techniques</p> <p>4: Customer Feedback</p> <p>20: Human Resources Division, Recruitment, Compensation and Benefits, Policies and Procedures, Regulatory Compliance, Employee Performance, Record Keeping, Labor Relations, Employee Retention, HR Staff, HR Issues</p> <p>24: Laws and Regulations, Enforcing Government Regulations, Liability Issues, Ethical Issues, Ethics in Hospitality, Work Ethic</p>
<p>10.3.4 Analyze effects of customer relations on success of the hospitality, tourism, and or recreation industry.</p>	<p>1: A Customer Focus</p> <p>2: Customers, Customers' Needs, Satisfying Customer Needs, Hospitality Employees, Critical Moments, Customer Service Plan, Customer Relations Techniques</p> <p>4: Customer Feedback</p> <p>6: Front-of-the-House Functions</p> <p>11: Traits of Front Office Staff</p> <p>12: Cleanliness and Sanitation, Guest Rooms, Public Areas, Laundry, Contract Services</p>
<p>10.3.5 Analyze effects of customer relations on meeting the hospitality, tourism, and recreation needs of special populations.</p>	<p>2: Customers, Customers' Needs, Satisfying Customer Needs, Hospitality Employees, Critical Moments, Customer Service Plan, Customer Relations Techniques</p> <p>3: Hospitality Today, Trends for the Future</p> <p>17: Specialized Recreation</p>
<p>Content Standard 10.4 Demonstrate practices and skills involved in lodging occupations.</p>	
<p>10.4.1 Demonstrate front desk, office, and customer service skills.</p>	<p>2: Customers, Customers' Needs, Satisfying Customer Needs, Hospitality Employees, Critical Moments, Customer Service Plan, Customer Relations Techniques</p> <p>4: Customer Feedback</p> <p>5: Presentation, Serving</p> <p>11: Rooms Division, The Front Office, Reservations Department, Uniformed Services Department, Telecommunications Department, Front Desk Department</p> <p>12: Cleanliness and Sanitation, Guest Rooms, Public Areas, Laundry, Contract Services</p> <p>19: Management Skills</p>
<p>10.4.2 Perform cash handling, accounting, and financial transactions.</p>	<p>6: Cashiers</p> <p>11: Check-In, Financial Tasks, Checkout</p> <p>22: Functions, The Controller, Departments Within Accounting, Personal Qualities and Skills, Technological Innovations</p>
<p>10.4.3 Manage convention, meeting, and banquet support functions.</p>	<p>4: Types of Foodservice Operations, Commercial Foodservice, Functions in Foodservice</p> <p>5: The Menu, Food Production, Presentation, Serving</p>

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Competencies	Text Concepts
10.4.3 (Continued)	<p>6: Manager, Front-of-the-House Functions, Front-of-the-House Staff, Back-of-the-House Functions, Back-of-the-House Staff</p> <p>7: Organization, Banquet Department, Banquet Service</p> <p>15: Market Segments of Travelers</p> <p>17: Special Events, Event Planning</p>
10.4.4 Apply basic food preparation and services skills in catering operations.	<p>4: Types of Foodservice Operations, Commercial Foodservice, Noncommercial Foodservice, Functions in Foodservice</p> <p>5: The Menu, Food Production, Presentation, Serving</p> <p>6: Manager, Front-of-the-House Functions, Front-of-the-House Staff, Back-of-the-House Functions, Back-of-the-House Staff</p> <p>7: Banquet Department</p>
10.4.5 Manage use, care, storage, maintenance, and safe operations of equipment, tools, and supplies.	<p>9: Equipment, Utensils, and Surfaces</p> <p>12: Cleanliness and Sanitation, Guest Rooms, Public Areas, Laundry, Contract Services</p> <p>13: Surveillance</p> <p>14: Purpose, Functions, Building Systems, Building and Equipment, Guest Rooms and Public Areas, Recreational Equipment, Grounds, Engineering Staff</p> <p>23: The Role of Government, Safety and Accident Prevention, Emergencies, Emergency Action Plans, Minor Emergencies, Major Emergencies</p>
10.4.6 Apply facility management, maintenance, and service skills to lodging operations.	<p>10: Types of Lodging Businesses, Ownership and Management</p> <p>11: Rooms Division, The Front Office, Reservations Department, Uniformed Services Department, Telecommunications Department, Front Desk Department, The Hotel Guest Cycle</p> <p>12: Cleanliness and Sanitation, Guest Rooms, Public Areas, Laundry, Contract Services</p> <p>13: Overview of Security, Structural Security, Security Policies, Surveillance, Safety and Emergency Procedures, Records and Investigations, Security and Front Desk Cooperation, Role of All Employees, Preventing Employee Theft, Role of the Director of Security</p> <p>14: Purpose, Functions, Building Systems, Building and Equipment, Guest Rooms and Public Areas, Recreational Equipment, Grounds, Engineering Staff</p> <p>18: Business Structure, Management Functions, Management Levels</p> <p>19: The General Manager, Management Tasks, Management Skills</p>
10.4.7 Apply time and work management skills to facility service tasks.	<p>10: Ownership and Management</p> <p>12: Guest Rooms</p> <p>19: The General Manager, Management Tasks, Management Skills</p> <p>26: Succeeding on the Job</p>
10.4.8 Analyze sales and marketing functions in lodging operations.	<p>10: Size and Price, Room Rates, Lodging Markets</p> <p>11: The Front Office, Reservations Department, Front Desk Department</p> <p>21: Marketing, The Marketing Plan, Promotion Methods, Hospitality Marketing</p>

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Content Standard 10.5 Demonstrate practices and skills for travel-related services.	
Competencies	Text Concepts
10.5.1 Examine geography, climate, sites, and time zones of various regions and countries.	3: Factors Affecting Success 15: Air Travel Appendix A: Standard Time Zones of the World Appendix B: Map of the Caribbean Sea
10.5.2 Examine lodging, tourism, and recreation customs of various regions and countries.	1: Industry Diversity 3: Early History, Development in the United States, Hospitality Today 16: Tourism: The World's Largest Industry, Tourism Destination Areas, Segments of Tourism, Tourism Impacts 17: Leisure, Benefits of Recreation and Leisure, Public/Community Agencies, Nonprofit Agencies, Private Agencies, Specialized Recreation
10.5.3 Apply knowledge of food, beverage, and etiquette of various regions and countries to decisions about lodging, tourism, and recreation.	1: Industry Complexity 4: Types of Foodservice Operations, Commercial Foodservice, Noncommercial Foodservice, Functions in Foodservice 5: The Menu, Food Production, Presentation, Serving 16: Tourism: The World's Largest Industry, Tourism Destination Areas, Segments of Tourism, Cruises, Tourism Impacts 17: Leisure, Public/Community Agencies, Nonprofit Agencies, Private Agencies, Specialized Recreation
10.5.4 Assemble information needed for domestic and international travel.	1: Industry Complexity 15: The Travel Industry, Market Segments of Travelers, Modes of Travel 16: Tourism: The World's Largest Industry, Documents for Travel and Tourism, A New World of Travel After 9/11, Travel Information, Tourism Destination Areas, Segments of Tourism, Cruises, Tourism Impacts
10.5.5 Produce travel documents and itineraries, utilizing current technology.	15: Air Travel 16: Tourism: The World's Largest Industry, Documents for Travel and Tourism, A New World of Travel After 9/11, Travel Information
10.5.6 Monitor travel arrangements using computerized systems.	11: Rooms Division, Reservation Department, Check-In, Checkout 12: Room Status: Contact with Front Office 15: Air Travel 16: New Technology, New Initiatives
Content Standard 10.6 Demonstrate management of recreation, leisure, and other programs and events.	
10.6.1 Coordinate client inquiries and requests.	15: The Travel Industry 16: Tourism: The World's Largest Industry, Documents for Travel and Tourism, A New World of Travel After 9/11, Travel Information, Tourism Destination Areas, Tours, Cruises

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Competencies	Text Concepts
10.6.1 (Continued)	17: Public/Community Agencies, Nonprofit Agencies, Private Agencies, Specialized Recreation
10.6.2 Design themes, time lines, budgets, agendas, and itineraries.	15: Air Travel 16: Tourism: The World's Largest Industry, Documents for Travel and Tourism, A New World of Travel After 9/11, Travel Information, Tourism Destination Areas, Tours, Cruises 19: The General Manager, Management Tasks, Management Skills
10.6.3 Organize locations, facilities, suppliers, and vendors for specific services.	14: Recreational Equipment, Grounds 15: Market Segments of Travelers 16: Tourism: The World's Largest Industry, Travel Information, Tourism Destination Areas, Tours, Cruises 17: Leisure, Motivations for Recreating, Benefits of Recreation and Leisure, Public/Community Agencies, Nonprofit Agencies, Private Agencies, Specialized Recreation, Special Events, Entertainment
10.6.4 Prepare for distribution of event materials.	15: Business Travel 17: Special Events, Event Planning 21: Marketing, The Marketing Plan, Promotion Methods, Hospitality Marketing
10.6.5 Demonstrate skills related to promoting and publicizing events.	21: Marketing, The Marketing Plan, Promotion Methods, Hospitality Marketing
10.6.6 Manage programs and events for specific age groups or diverse populations.	3: Hospitality Today, Trends for the Future 4: Noncommercial Foodservice 16: Tourism Destination Areas, Segments of Tourism, Tours, Cruises 17: Leisure, Motivations for Recreating, Benefits of Recreation and Leisure, Public/Community Agencies, Nonprofit Agencies, Private Agencies, Specialized Recreation, Special Events, Entertainment
10.6.7 Promote wellness through recreation and leisure programs and events.	3: Hospitality Trends 14: Recreational Equipment 17: Leisure, Work-Life Balance, Motivations for Recreating, Benefits of Recreation and Leisure, Corporate Wellness