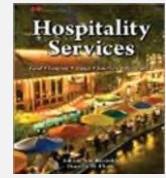


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**Course: NCCTE MH42 Hospitality and Tourism (Grades 9–12)**



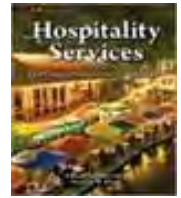
Standards		Correlating Text Pages
<b>NCCTE.2015.MH42 - Hospitality and Tourism</b>		
<b>NCCTE.2015.MH42.01.00 - Understand the complexity of hospitality and tourism destinations.</b>		
NCCTE.2015.MH42.01.01	Identify career opportunities in the hospitality and tourism industry.	96-109, 458-471
NCCTE.2015.MH42.01.02	Understand the types and interrelationships of hospitality and tourism	481-484
NCCTE.2015.MH42.01.03	Understand inter-organizational systems operations impact products and services offered at hospitality and tourism destination.	4-12
<b>NCCTE.2015.MH42.02.00 Apply procedures for maximizing on resources at hospitality and tourism destinations.</b>		
NCCTE.2015.MH42.02.01	Understand the impact of the hospitality and tourism destinations on an economy.	Economy, Tourism Effects, 289–290
NCCTE.2015.MH42.02.02	Understand forecasting skills to identify potential cost and profit for hospitality and tourism destinations.	209-213
NCCTE.2015.MH42.02.03	Apply skills to manage plans and budgets to accomplish goals and objectives of hospitality and tourism destinations.	350, Set Goals, 473-475, 476 #11 Review, 477 #17 Critical Thinking
<b>NCCTE.2015.MH42.03.00 Understand hospitality marketing.</b>		
NCCTE.2015.MH42.03.01	Understand categories and motivation of travelers and tourists.	274-283
NCCTE.2015.MH42.03.02	Understand how cultural diversity impacts products and services offered by hospitality and tourism destinations.	44, 293-294, 376-377
NCCTE.2015.MH42.03.03	Understand how geography impacts hospitality and tourism destinations.	272, 302, Climate Change, 512-513
NCCTE.2015.MH42.03.04	Understand destination marketing strategies.	284-290, 356, 384-388, 393-395
<b>NCCTE.2015.MH42.04.00 Understand the impact of customer service at hospitality and tourism destinations.</b>		
NCCTE.2015.MH42.04.01	Understand customer service skills to ensure guest and customer satisfaction at hospitality and tourism destinations.	24-26, Satisfying Customer's Needs, 33-35, 37 #14, # 18 Critical Thinking



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Standards		Correlating Text Pages
NCCTE.2015.MH42.04.02	Understand fostering relationships with clientele for the hospitality and tourism destinations.	314, 376, Diversity in the Workforce
<b>NCCTE.2015.MH42.05.00</b>	<b>Understand safety and security and legal and ethical responsibilities at hospitality and tourism destinations.</b>	
NCCTE.2015.MH42.05.01	Understand rules and laws designed to promote safety and security at hospitality and tourism destinations.	439-440, Worker Safety Laws and Food Safety Laws,
NCCTE.2015.MH42.05.02	Understand ethical and legal implications for guest, customer, and employee conduct at hospitality and tourism destinations.	447-448, Ethical Decision Making