

## Correlations to the Texas Essential Knowledge and Skills (TEKS): Student/Teacher Material

<b>Subject</b>	<b>Chapter 130. Texas Essential Knowledge and Skills for Career &amp; Technical Education</b>
<b>Subchapter</b>	<b>Subchapter I. Hospitality and Tourism</b>
<b>Course</b>	<b>§130.252. Principles of Hospitality and Tourism (One Credit), Adopted 2015.</b>
<b>Publisher</b>	<b>Goodheart-Willcox Publisher</b>
<b>Program Title</b>	<b>Hospitality Services</b>
<b>Program ISBN</b>	<b>9781683112129 (Online Learning Suite)</b>
<b>TEKS Coverage (%)</b>	<b>100.00%</b>

(a) **General requirements.** This course is recommended for students in Grades 9-12. Students shall be awarded one credit for successful completion of this course.

(b) **Introduction.**

- (1) Career and technical education instruction provides content aligned with challenging academic standards and relevant technical knowledge and skills for students to further their education and succeed in current or emerging professions.
- (2) The Hospitality and Tourism Career Cluster focuses on the management, marketing, and operations of restaurants and other food/beverage services, lodging, attractions, recreation events, and travel-related services.
- (3) Principles of Hospitality and Tourism introduces students to an industry that encompasses lodging, travel and tourism, recreation, amusements, attractions, and food/beverage operations. Students learn knowledge and skills focusing on communication, time management, and customer service that meet industry standards. Students will explore the history of the hospitality and tourism industry and examine characteristics needed for success in that industry.
- (4) Students are encouraged to participate in extended learning experiences such as career and technical student organizations and other leadership or extracurricular organizations.
- (5) Statements that contain the word "including" reference content that must be mastered, while those containing the phrase "such as" are intended as possible illustrative examples.

(c) **Knowledge and Skills.**

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(1) The student demonstrates professional standards/employability skills as required by business and industry. The student is expected to:	(A) write effectively using standard English and correct grammar	(i) write effectively using standard English	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	34	Written Communication
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	37	#22
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	481-484	Communication
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#22
			Student/Teacher				
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(1) The student demonstrates professional standards/employability skills as required by business and industry. The student is expected to:	(A) write effectively using standard English and correct grammar	(ii) write effectively using correct grammar	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	481-484	Communication
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#22
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	34	Written Communication
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	37	#22
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	34	Verbal Communication
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(1) The student demonstrates professional standards/employability skills as required by business and industry. The student is expected to:	(B) use a variety of credible resources	(i) use a variety of credible resources	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	461-465	Learn About Hospitality Careers
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	476	#4
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	19	#27
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	231	#24
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	381	#27
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Teacher Only				
			Teacher Only				
			Teacher Only				
(1) The student demonstrates professional standards/employability skills as required by business and industry. The student is expected to:	(C) recognize appropriate professional documents used in the hospitality and tourism industry	(i) recognize appropriate professional documents used in the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	138-140	Ordering
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	147	#26
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	135-136	Developing Specifications
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	147	#23
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	372	Column 2, paragraphs 2 and 3
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(1) The student demonstrates professional standards/employability skills as required by business and industry. The student is expected to:	(D) calculate accurate measurements, numerical concepts such as percentages, and estimations	(i) calculate accurate measurements	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	136-138	Determining Quantity
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	93	#24
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	93	#25
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	139	Produce Calculator
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	83	Column 1, paragraph 2

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(1) The student demonstrates professional standards/employability skills as required by business and industry. The student is expected to:	(D) calculate accurate measurements, numerical concepts such as percentages, and estimations	(ii) calculate numerical concepts	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	343	Revenue and Support Centers, Figure 18-11
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	345	#28
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	136-138	Determining Quantity
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	93	#25
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	131	#24
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
(1) The student demonstrates professional standards/employability skills as required by business and industry. The student is expected to:	(D) calculate accurate measurements, numerical concepts such as percentages, and estimations	(iii) calculate estimations	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	209	Forecasting, Scheduling
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	213	#22
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	26	Column 1, first two complete paragraphs
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	37	#16
			Student/Teacher				

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(1) The student demonstrates professional standards/employability skills as required by business and industry. The student is expected to:	(E) understand how scientific principles are used in the hospitality and tourism industry	(i) understand how scientific principles are used in the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	6	Column 1, paragraph 3
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	18	#1
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	93	#26
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	150-153	Sources of Foodborne Illness
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	166	#2-5
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(2) The student uses verbal and nonverbal communication to provide a positive experience for guests and employees. The student is expected to:	(A) develop and execute formal and informal presentations	(i) develop formal presentations	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	483	Column 1, first new paragraph
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#23
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	481-484	Communication
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	34	Verbal Communication

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	93	#27
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(2) The student uses verbal and nonverbal communication to provide a positive experience for guests and employees. The student is expected to:	(A) develop and execute formal and informal presentations	(ii) develop informal presentations	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	483	Column 1, first new paragraph
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#23
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	481-484	Communication
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	34	Verbal Communication
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	213	#18
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
(2) The student uses verbal and nonverbal communication to provide a positive experience for guests and employees. The student is expected to:	(A) develop and execute formal and informal presentations	(iii) execute formal presentations	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	483	Column 1, paragraph 2
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#23
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	481-484	Communication

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	34	Verbal Communication
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	37	#21
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(2) The student uses verbal and nonverbal communication to provide a positive experience for guests and employees. The student is expected to:	(A) develop and execute formal and informal presentations	(iv) execute informal presentations	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	483	Column 1, paragraph 2
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#23
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	481-484	Communication
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	34	Verbal Communication
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	213	#18
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(2) The student uses verbal and nonverbal communication to provide a positive experience for guests and employees. The student is expected to:	(B) practice customer service skills	(i) practice customer service skills	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	24-26	Satisfying Customer Needs
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	37	#18

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	37	#26
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	27-32	Customer-Focused Employees, Critical Moments
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	33-34	Customer Relations Techniques
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(3) The student understands that personal success depends on personal effort. The student is expected to:	(A) demonstrate self-responsibility and self-management	(i) demonstrate self-responsibility	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	489-494	Succeeding on the Job
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#25-27
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	473-475	Make a Career Plan
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	477	#17
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	450-451	Work Ethic
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(3) The student understands that personal success depends on personal effort. The student is expected to:	(A) demonstrate self-responsibility and self-management	(ii) demonstrate self-management	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	489-494	Succeeding on the Job



Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#25-27
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	473-475	Make a Career Plan
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	477	#17
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	450-451	Work Ethic
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(3) The student understands that personal success depends on personal effort. The student is expected to:	(B) explain the characteristics of personal values, ethics, and fundamental principles	(i) explain the characteristics of personal values	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	473	Values, Interests, Preferences
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	477	#16
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	477	#15
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	329	#20
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	450-451	Work Ethic
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(3) The student understands that personal success depends on personal effort. The student is expected to:	(B) explain the characteristics of personal values, ethics, and fundamental principles	(ii) explain the characteristics of ethics	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	446-448	Ethical Issues
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	452	#8-10
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	453	#18
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	448-451	Ethics in Hospitality, Work Ethic
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	15	Hospitality Ethics: Learning About Ethics
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(3) The student understands that personal success depends on personal effort. The student is expected to:	(B) explain the characteristics of personal values, ethics, and fundamental principles	(iii) explain the characteristics of fundamental principles	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	446	Column 2, paragraph 2; Figure 24-9
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	345	#30
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	453	#18
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	452	#9
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	452	#10
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Teacher Only				
			Teacher Only				
			Teacher Only				
(3) The student understands that personal success depends on personal effort. The student is expected to:	(C) display positive attitudes and good work habits	(i) display positive attitudes	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	35	Have a Positive Attitude
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	37	#14
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	37	#18
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	37	#24
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	489	Attitude
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(3) The student understands that personal success depends on personal effort. The student is expected to:	(C) display positive attitudes and good work habits	(ii) display good work habits	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	493-494	Work Habits
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	37	#26
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	489-494	Succeeding on the Job
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#25
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	498	#10

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(3) The student understands that personal success depends on personal effort. The student is expected to:	(D) develop strategies for achieving accuracy	(i) develop strategies for achieving accuracy	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	152-153	Column 2, paragraphs 1-2; Figure 9-5
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	167	#21
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	82-83	Standardized Recipes
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	153-162	Preventing Foodborne Illness
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	397	#26
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(3) The student understands that personal success depends on personal effort. The student is expected to:	(E) develop organizational skills	(i) develop organizational skills	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	358-359	Organizational Skills
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	361	#24
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	361	#26
			Student/Teacher				
			Student/Teacher				

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(4) The student develops an understanding of time management, decision making, and prioritization. The student is expected to:	(A) identify and apply effective practices for managing time	(i) identify effective practices for managing time	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	359	Paragraphs 1 and 2 and bullets
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	361	#24
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	494	Time Management
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#26
			Student/Teacher				
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(4) The student develops an understanding of time management, decision making, and prioritization. The student is expected to:	(A) identify and apply effective practices for managing time	(ii) apply effective practices for managing time	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	359	Paragraphs 1 and 2 and bullets
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	361	#24
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	494	Time Management
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#26
			Student/Teacher				

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(4) The student develops an understanding of time management, decision making, and prioritization. The student is expected to:	(B) analyze the benefits of balancing career and home life	(i) analyze the benefits of balancing career and home life	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	308-309	Work-Life Balance
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	329	#25
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#20
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	497	Balancing Multiple Roles
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	328	#2
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
(4) The student develops an understanding of time management, decision making, and prioritization. The student is expected to:	(C) learn and apply steps in the decision-making process	(i) learn steps in the decision-making process	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	494	Decision-Making Skills, Figure 26-16
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#19
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#27
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	447-448	Ethical Decision Making

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	452	#9
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(4) The student develops an understanding of time management, decision making, and prioritization. The student is expected to:	(C) learn and apply steps in the decision-making process	(ii) apply steps in the decision-making process	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	494	Decision-Making Skills, Figure 26-16
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#19
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#27
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	447-448	Ethical Decision Making
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	452	#9
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
(4) The student develops an understanding of time management, decision making, and prioritization. The student is expected to:	(D) work independently	(i) work independently	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	491	Column 1, second new paragraph
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#23
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	511	#17

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	489	Self-Motivation
			Student/Teacher				
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(5) The student researches, analyzes, and explores lifestyle and career goals. The student is expected to:	(A) prioritize career goals and ways to achieve those goals in the hospitality and tourism industry	(i) prioritize career goals in the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	473-475	Make a Career Plan
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	477	#17
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	476	#11
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	456	Graphic Organizer
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	350	Set Goals
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
(5) The student researches, analyzes, and explores lifestyle and career goals. The student is expected to:	(A) prioritize career goals and ways to achieve those goals in the hospitality and tourism industry	(ii) prioritize ways to achieve [career] goals in the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	473-475	Make a Career Plan
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	477	#17
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	476	#11



Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	456	Graphic Organizer
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	350	Set Goals
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(5) The student researches, analyzes, and explores lifestyle and career goals. The student is expected to:	(B) compare and contrast education or training and certifications needed for careers in the hospitality and tourism industry	(i) compare and contrast education or training needed for careers in the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	465-471	Learn About Preparation Requirements
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	476	#7
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	93	#29
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	213	#25
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	325-327	Careers in Recreation
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(5) The student researches, analyzes, and explores lifestyle and career goals. The student is expected to:	(B) compare and contrast education or training and certifications needed for careers in the hospitality and tourism industry	(ii) compare and contrast certifications needed for careers in the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	470-471	Certificate Programs
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#21

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	329	#24
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	465-471	Learn About Preparation Requirements
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	476	#8
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(5) The student researches, analyzes, and explores lifestyle and career goals. The student is expected to:	(C) examine related community service opportunities	(i) examine related community service opportunities	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	298	Voluntourism
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	305	#22
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	316	Importance of Volunteers
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	317-318	Secular Youth Agencies
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	318	Faith-Based Youth Agencies
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(5) The student researches, analyzes, and explores lifestyle and career goals. The student is expected to:	(D) describe the components and importance of a career portfolio	(i) describe the components of a career portfolio	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	475	First new paragraph through last paragraph

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	476	#12
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	477	#22
			Student/Teacher				
			Student/Teacher				
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(5) The student researches, analyzes, and explores lifestyle and career goals. The student is expected to:	(D) describe the components and importance of a career portfolio	(ii) describe the importance of a career portfolio	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	475	First new paragraph through last paragraph
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	477	#22
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	476	#12
			Student/Teacher				
			Student/Teacher				
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(6) The student uses technology to gather information. The student is expected to:	(A) understand the need for computer applications to perform workplace tasks	(i) understand the need for computer applications to perform workplace tasks	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	51-52	Technology Trends
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	55	#20
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	411	#21

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	99-101	Transmitting Orders
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	192-194	Property Management System
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(6) The student uses technology to gather information. The student is expected to:	(B) recognize that types of computerized systems are used to manage operations and guest services in the hospitality and tourism industry	(i) recognize that types of computerized systems are used to manage operations in the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	52	Business Management Systems
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	110	#5
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	99-101	Transmitting Orders
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	192-194	Property Management System
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	145	First and second new paragraphs
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(6) The student uses technology to gather information. The student is expected to:	(B) recognize that types of computerized systems are used to manage operations and guest services in the hospitality and tourism industry	(ii) recognize that types of computerized systems are used to manage guest services in the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	51-52	Technology Trends
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	55	#20

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	99-101	Transmitting Orders
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	192-194	Property Management System
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	202	Column 1, first new paragraph
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(6) The student uses technology to gather information. The student is expected to:	(C) discuss why computerized systems are used in operations and guest services in the hospitality and tourism industry	(i) discuss why computerized systems are used in operations in the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	51-52	Technology Trends
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	55	#20
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	411	#21
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	99-101	Transmitting Orders
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	192-194	Property Management System
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(6) The student uses technology to gather information. The student is expected to:	(C) discuss why computerized systems are used in operations and guest services in the hospitality and tourism industry	(ii) discuss why computerized systems are used in guest services in the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	51-52	Technology Trends

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	55	#20
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	212	#3
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	192-194	Property Management System
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	202	Column 1, paragraph 2
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(7) The student demonstrates leadership, citizenship, and teamwork skills required for success. The student is expected to:	(A) develop team-building skills	(i) develop team-building skills	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	490-491	Teamwork
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#18
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#19
			Student/Teacher				
			Student/Teacher				
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(7) The student demonstrates leadership, citizenship, and teamwork skills required for success. The student is expected to:	(B) develop decision-making and problem-solving skills	(i) develop decision-making skills	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	494	Decision-Making Skills, Figure 26-16

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#19
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#27
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	447-448	Ethical Decision Making
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	452	#9
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(7) The student demonstrates leadership, citizenship, and teamwork skills required for success. The student is expected to:	(B) develop decision-making and problem-solving skills	(ii) develop problem-solving skills	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	34-35	Handling Customer Complaints
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	37	#26
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	207	Problem Solving
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	483	Column 1, new paragraphs 2 and 3; Figure 26-4
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#19
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(7) The student demonstrates leadership, citizenship, and teamwork skills required for success. The student is expected to:	(C) conduct and participate in effective meetings	(i) conduct effective meetings	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	481-483	Communication
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	329	#23
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	435	#25
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	115	Column 1, second paragraph
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	117	Column 1, first full paragraph
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(7) The student demonstrates leadership, citizenship, and teamwork skills required for success. The student is expected to:	(C) conduct and participate in effective meetings	(ii) participate in effective meetings	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	481-483	Communication
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	329	#23
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	435	#25
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	14-17	Professional Associations
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	355	Column 1, first and second complete paragraphs
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			



Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Teacher Only				
			Teacher Only				
			Teacher Only				
(7) The student demonstrates leadership, citizenship, and teamwork skills required for success. The student is expected to:	(D) identify leadership and teamwork qualities that create a pleasant working atmosphere	(i) identify leadership qualities that create a pleasant working atmosphere	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	340	Leading
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#18
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	496	Leadership
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	490-491	Teamwork
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	47	Hospitality Ethics: Ethical Leadership
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(7) The student demonstrates leadership, citizenship, and teamwork skills required for success. The student is expected to:	(D) identify leadership and teamwork qualities that create a pleasant working atmosphere	(ii) identify teamwork qualities that create a pleasant working atmosphere	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	490-491	Teamwork
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	499	#18
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	489	Attitude
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	449	Column 1, third paragraph
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	481-484	Communication

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(7) The student demonstrates leadership, citizenship, and teamwork skills required for success. The student is expected to:	(E) identify community service activities related to the hospitality and tourism industry	(i) identify community service activities related to the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	298-299	Voluntourism
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	305	#22
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	317-318	Secular Youth Agencies
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	328	#14
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	318	Faith-Based Youth Agencies
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(A) identify and explain job safety and security practices	(i) identify job safety practices	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	412-433	Chapter 23: Workplace Safety and Emergencies
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	434	#8
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	435	#21
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	153-162	Preventing Foodborne Illness

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	439-440	Worker Safety Laws and Food Safety Laws
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(A) identify and explain job safety and security practices	(ii) identify security practices	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	232-247	Chapter 13: Security
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	248	#13
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	248	#15
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	249	#19
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	249	#24
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(A) identify and explain job safety and security practices	(iii) explain job safety practices	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	412-433	Chapter 23: Workplace Safety and Emergencies
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	434	#8
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	435	#21

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	153-162	Preventing Foodborne Illness
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	439-440	Worker Safety Laws and Food Safety Laws
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(A) identify and explain job safety and security practices	(iv) explain job security practices	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	232-247	Chapter 13: Security
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	248	#13
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	248	#15
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	249	#19
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	249	#25
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(B) recognize and implement the basics of sanitation	(i) recognize the basics of sanitation	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	148-165	Chapter 9: Food Safety and Sanitation
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	166	#9-10

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	167	#27
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	167	#19, 23
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	217-218	Sanitation
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(B) recognize and implement the basics of sanitation	(ii) implement the basics of sanitation	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	148-165	Chapter 9: Food Safety and Sanitation
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	131	#22
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	167	#22
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	166	#6
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	217-218	Sanitation
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(C) understand and demonstrate procedures for cleaning, sanitizing, and storing equipment and tools	(i) understand procedures for cleaning equipment	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	159-160	Cleaning Versus Sanitizing and Dishwashing

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	166	#8-10
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	153	Column 2, paragraph 1
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	216-218	Cleanliness and Sanitation
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	126	Breakdown
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(C) understand and demonstrate procedures for cleaning, sanitizing, and storing equipment and tools	(ii) understand procedures for sanitizing equipment	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	159-160	Cleaning Versus Sanitizing and Dishwashing
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	131	#20
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	167	#19
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	156	Use Sanitary Serving Methods
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	216-218	Cleanliness and Sanitation
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(C) understand and demonstrate procedures for cleaning, sanitizing, and storing equipment and tools	(iii) understand procedures for storing equipment	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	142-143	Storage
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	146	#11-14
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	126	Breakdown
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	157	Storage
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	224	Inventory of Linens
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(C) understand and demonstrate procedures for cleaning, sanitizing, and storing equipment and tools	(iv) understand procedures for cleaning tools	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	159-160	Cleaning Versus Sanitizing and Dishwashing
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	166	#9-10
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	131	#20
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	167	#19
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	216-218	Cleanliness and Sanitation
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Teacher Only				
			Teacher Only				
			Teacher Only				
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(C) understand and demonstrate procedures for cleaning, sanitizing, and storing equipment and tools	(v) understand procedures for sanitizing tools	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	159-160	Cleaning Versus Sanitizing and Dishwashing
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	131	#20
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	167	#19
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	156	Use Sanitary Serving Methods
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	216-218	Cleanliness and Sanitation
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(C) understand and demonstrate procedures for cleaning, sanitizing, and storing equipment and tools	(vi) understand procedures for storing tools	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	156	Paragraph 2
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	131	#20
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	131	#22
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	166	#7
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	142-143	Storage



Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(C) understand and demonstrate procedures for cleaning, sanitizing, and storing equipment and tools	(vii) demonstrate procedures for cleaning equipment	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	159-160	Cleaning Versus Sanitizing and Dishwashing
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	131	#22
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	267	#25
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	216-218	Cleanliness and Sanitation
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	231	#18
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(C) understand and demonstrate procedures for cleaning, sanitizing, and storing equipment and tools	(viii) demonstrate procedures for sanitizing equipment	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	159-160	Cleaning Versus Sanitizing and Dishwashing
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	131	#22
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	267	#25
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	156	Use Sanitary Serving Methods

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	222	Washing Laundry
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(C) understand and demonstrate procedures for cleaning, sanitizing, and storing equipment and tools	(ix) demonstrate procedures for storing equipment	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	126	Column 2, first paragraph
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	131	#22
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	167	#26
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	142-143	Storage
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	224	Inventory of Linens
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(C) understand and demonstrate procedures for cleaning, sanitizing, and storing equipment and tools	(x) demonstrate procedures for cleaning tools	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	159-160	Cleaning Versus Sanitizing and Dishwashing
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	131	#20
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	131	#22

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	216-218	Cleanliness and Sanitation
			Student/Teacher				
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(C) understand and demonstrate procedures for cleaning, sanitizing, and storing equipment and tools	(xi) demonstrate procedures for sanitizing tools	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	159-160	Cleaning Versus Sanitizing and Dishwashing
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	131	#20
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	131	#22
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	156	Use Sanitary Serving Methods
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	216-218	Cleanliness and Sanitation
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(C) understand and demonstrate procedures for cleaning, sanitizing, and storing equipment and tools	(xii) demonstrate procedures for storing tools	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	156	Paragraph 2
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	131	#20
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	131	#22

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher				
			Student/Teacher				
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(D) determine how environmental issues and trends affect the hospitality and tourism industry	(i) determine how environmental issues affect the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	441-442	Environmental Protection
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	453	#19
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	302	Climate Change
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	189	#24
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	267	#24
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
(8) The student explains how resources (employees, guests, and property) are managed to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:	(D) determine how environmental issues and trends affect the hospitality and tourism industry	(iii) determine how trends affect the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	52-53	Hospitality Trends
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	54	#10
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	55	#16-18

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	55	#26
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	49-52	Trends for the Future
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(9) The student explores the history of the hospitality and tourism industry. The student is expected to:	(A) examine the varied operations required within the hospitality and tourism industry	(i) examine the varied operations required within the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	508	Operations Plan
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	511	#13
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	332-451	Chapters 18, 19, 20, 21, 22, and 23
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	360	#3
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	410	#3
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(9) The student explores the history of the hospitality and tourism industry. The student is expected to:	(B) understand the job qualifications for various careers in the hospitality and tourism industry	(i) understand the job qualifications for various careers in the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	461-465	Learn About Hospitality Careers
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	93	#29

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	249	#27
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	329	#20
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	465-471	Learn About Preparation Requirements
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(9) The student explores the history of the hospitality and tourism industry. The student is expected to:	(C) differentiate amongst lodging, travel and tourism, recreation amusements, attractions and resorts, and food and beverage service	(i) differentiate amongst lodging, travel and tourism, recreation amusements, attractions and resorts, and food and beverage service	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	7-12	Industry Complexity
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	18	#4
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	18	#7-8
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	19	#20
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	58-327	Chapters 4-17
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(10) The student demonstrates research skills applicable to the hospitality and tourism industry. The student is expected to:	(A) develop technical vocabulary of the hospitality and tourism industry	(i) develop technical vocabulary of the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	4	Terms to Know

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	19	Vocabulary Activities #14-15
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	20	Terms to Know
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	37	Vocabulary Activities #12-13
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	38	Terms to Know
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
(10) The student demonstrates research skills applicable to the hospitality and tourism industry. The student is expected to:	(B) design a customized product for the hospitality and tourism industry	(i) design a customized product for the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	505-509	Business Plan
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	511	#16-17
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	329	#23
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	285	#25
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	305	#25
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(10) The student demonstrates research skills applicable to the hospitality and tourism industry. The student is expected to:	(C) identify local and regional trends and issues in the hospitality and tourism industry	(i) identify local trends in the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	52-53	Hospitality Trends
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	55	#16-18
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	49-52	Trends for the Future
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	55	#26
			Student/Teacher				
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(10) The student demonstrates research skills applicable to the hospitality and tourism industry. The student is expected to:	(C) identify local and regional trends and issues in the hospitality and tourism industry	(ii) identify local issues in the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	47-49	Factors Affecting Success
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	55	#15
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	52-53	Hospitality Trends
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	49-52	Trends for the Future
			Student/Teacher				
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				



Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(10) The student demonstrates research skills applicable to the hospitality and tourism industry. The student is expected to:	(C) identify local and regional trends and issues in the hospitality and tourism industry	(iii) identify regional trends the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	52-53	Hospitality Trends
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	55	#16
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	49-52	Trends for the Future
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	55	#26
			Student/Teacher				
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(10) The student demonstrates research skills applicable to the hospitality and tourism industry. The student is expected to:	(C) identify local and regional trends and issues in the hospitality and tourism industry	(iv) identify regional issues in the hospitality and tourism industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	47-49	Factors Affecting Success
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	55	#15
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	52-53	Hospitality Trends
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	49-52	Trends for the Future
			Student/Teacher				
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(11) The student understands the importance of customer service. The student is expected to:	(A) determine ways to provide quality customer service	(i) determine ways to provide quality customer service	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	20-35	Chapter 2: Service: The Heart of Hospitality
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	36	#4
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	37	#24
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	90-91	Serving Food, Bussing
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	206-207	Guest Services
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(11) The student understands the importance of customer service. The student is expected to:	(B) analyze how guests are affected by employee attitude, appearance, and actions	(i) analyze how guests are affected by employee attitude	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	35	Have a Positive Attitude
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	37	#14
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	36	#11
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	489	Attitude and Friendliness
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	37	#18
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Teacher Only				
			Teacher Only				
			Teacher Only				
(11) The student understands the importance of customer service. The student is expected to:	(B) analyze how guests are affected by employee attitude, appearance, and actions	(ii) analyze how guests are affected by employee appearance	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	27-28	Customer-Focused Employees
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	37	#17
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	37	#24
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	36	#7
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	491	Grooming
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(11) The student understands the importance of customer service. The student is expected to:	(B) analyze how guests are affected by employee attitude, appearance, and actions	(iii) analyze how guests are affected by employee actions	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	27-28	Customer-Focused Employees
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	36	#7-8
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	37	#18, 14
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	28-32	Critical Moments
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	33-35	Customer Relations Techniques

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				
(11) The student understands the importance of customer service. The student is expected to:	(C) examine different types of service across the industry	(i) examine different types of service across the industry	Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	20-35	Chapter 2: Service: The Heart of Hospitality
			Student/Teacher	Activity	9781631265495 (Text) 9781683112129 (Online Learning Suite)	36	#4
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	60-69	Commercial Foodservice, Noncommercial Foodservice
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	206-207	Guest Services
			Student/Teacher	Narrative	9781631265495 (Text) 9781683112129 (Online Learning Suite)	172-180	Types of Lodging Businesses
			Teacher Only	Narrative			
			Teacher Only	(Drop-down menu)			
			Teacher Only				
			Teacher Only				
			Teacher Only				