Introduction to Hospitality, Tourism, and Recreation

8259 36 weeks

8258 18 weeks

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Acknowledgments

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Course Description

Suggested Grade Level: 9 or 10 or 11 or 12

Students enrolled in Introduction to Hospitality, Tourism, and Recreation focus on developing professional skills and using emerging technologies to prepare for employment in this global industry, rich in diverse career opportunities. The program includes instruction in the industries of lodging, food and beverage, travel and tourism, and recreation and fitness.

Task Essentials Table

- Tasks/competencies designated by plus icons (⊕) in the left-hand column(s) are essential
- Tasks/competencies designated by empty-circle icons (●) are optional
- Tasks/competencies designated by minus icons (⊗) are omitted
- Tasks marked with an asterisk (*) are sensitive.

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<th>Tasks/Competencies</th>
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<td>Analyze the meaning of work and the meaning of family.</td>
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<td>Compare how families affect work life and how work life affects families.</td>
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<td>Identify management strategies for balancing work and family roles.</td>
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<td>Cite historical events in the development of the hospitality, tourism, and recreation industries.</td>
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<td>Research the leaders and innovators who shaped the modern hospitality, tourism, and recreation industries.</td>
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<td>Analyze the definition and product of the hospitality, tourism, and recreation industries.</td>
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<td>Identify safety, security, and environmental awareness issues.</td>
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<td>Research energy efficiency, conservation, sustainability, and green technologies issues.</td>
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<td>Identify global and local economic issues and trends that affect the hospitality, tourism, and recreation industries.</td>
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<td>Predict future outcomes based on current trends in the hospitality, tourism, and recreation industries.</td>
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<td>Identify recreation, leisure, and themed services programs and events.</td>
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<td>Define the roles, responsibilities, benefits, and limitations of recreation, leisure, and themed services jobs.</td>
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<td>Identify education and training requirements for selected entry-level, technical, and professional jobs.</td>
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<td>Research recreation, leisure, and themed services opportunities.</td>
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<td>Define the travel and tourism industry.</td>
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<td>Describe the relationship of hospitality to the travel and tourism industry.</td>
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<td>Define roles, responsibilities, benefits, and limitations of selected job and career opportunities.</td>
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<td>Research education and training requirements for entry-level, technical, and professional jobs in the travel industry.</td>
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<td>Plan a trip from the planner's side and from the provider's side.</td>
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<td>Compare modes of transportation.</td>
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<td>Compare classifications of lodging operations.</td>
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<td>Define roles, responsibilities, benefits, and limitations of selected job and career opportunities.</td>
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<td>Plan the consumer experience within the stages of a guest cycle of service at a lodging property.</td>
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<td>Describe the food service industry.</td>
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<td>Define the roles, responsibilities, benefits, and limitations of selected job and career opportunities.</td>
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<td>Research education and training requirements for entry-level, technical, and professional jobs.</td>
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<td>Explain the importance of professional communication skills to the hospitality industry.</td>
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<td>Write a personal career plan.</td>
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<td>Prepare a résumé and a job application.</td>
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<td>Identify the importance of professionalism, professional appearance, and hygiene practices in the industry.</td>
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<td>Participate in a mock job interview.</td>
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Legend: ☑Essential ☐Non-essential ☐Omitted

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Curriculum Framework

Balancing Work and Family

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Task Number 39

Analyze the meaning of work and the meaning of family.

Definition

Analysis should include

- evaluating work systems and family systems (structures)
- assessing characteristics of strong work and family organizations
- examining the evolution of the workforce
- identifying the rewards of work within and outside the family
- describing the roles and responsibilities of employees and family members
- determining the effects of interdependence on each member of the family
- evaluating ways in which the evolution of the family life cycle affects choices and decisions
- examining personal and family values.
Process/Skill Questions

Thinking

- What factors should one consider when analyzing work and family structures?
- What criteria should one use to assess work and family systems?
- How are the roles and responsibilities of employed workers and family members alike, and how are they different?
- How is the role of management in the workplace like or unlike the role of management in the family?

Communication

- How can the workplace be respectful of the family and individuals?
- How can one communicate to others the importance of being aware of the values of work and family?
- How can family members at different stages of the family life cycle communicate their values and choices?

Leadership

- What leadership techniques are needed to develop workplace strategies for change?
- How can the family and the employer develop leadership skills in individuals?
- How can leadership skills be integrated into the family and the workplace?

Management

- How can one develop a life plan that reflects family values?
- How can an individual’s management skills be integrated into the family? Into the workplace?
- What resources can help one determine work and family values?

FCCLA National Programs

Career Connection: My Career

Career Connection: My Life

Career Connection: My Path

Career Connection: My Skills

Families First: Balancing Family and Career

Families First: Families Today

Families First: Meet the Challenge

Families First: Parent Practice

Families First: You-Me-Us
Task Number 40

Compare how families affect work life and how work life affects families.

Definition

Comparison should include the financial, social, intellectual, emotional, and ethical complexities involved in work and family roles.

Process/Skill Questions

Thinking

• What effects do other workplace trends have on families?
• What are the benefits and disadvantages of work as it relates to family?
• What are the effects of family stress and/or change on the workplace?
• What effects might family life have on the financial issues of work? Social issues? Intellectual issues? Ethical issues?

Communication

• How can one communicate the importance of work life to family members and the importance of family life to those in the workplace?
• What communication skills does are needed to balance the effects of family life on work? Work life on families?

Leadership

• What leadership techniques are needed to develop workplace strategies for change? How can the family and the employer develop leadership skills in individuals?
• What leadership techniques are needed to be able to direct or redirect the effects of family on work and work on family?
• How can leadership skills be integrated into the family and the workplace?

Management

• How can an individual’s management skills be integrated into the family? Into the workplace?
• What resources can help one analyze and manage ways in which families are affected by work life and work is affected by family life?
• What resources can help one determine values toward work and families?

FCCLA National Programs

Career Connection: My Career
Career Connection: My Life
Career Connection: My Path
Career Connection: My Skills
Families First: Balancing Family and Career
Families First: Families Today
Families First: Meet the Challenge
Families First: Parent Practice
Families First: You-Me-Us
Financial Fitness: Earning
Financial Fitness: Protecting
Task Number 41

**Identify management strategies for balancing work and family roles.**

**Definition**

Identification should include

- time management
- prioritization of family and work responsibilities
- ways to handle stress
- health and safety problems
- conflict resolution
- family and work values
- stages of the family and career life cycle.

**Process/Skill Questions**

**Thinking**
• What factors should one consider when developing management strategies related to family? To the workplace?
• What responsibility does an employer have for a worker’s well-being at home?
• When is it appropriate for an employer to intervene in an employee’s personal/family life?
• What is the relationship of community activities and responsibilities to work and family roles?

Communication

• When is it appropriate for an employee to communicate personal/family problems to an employer?
• What communication skills does one need to develop strategies for balancing work and family roles?
• How can one communicate the importance of balancing work and family roles?

Leadership

• What leadership techniques can one use to address and resolve conflict regarding work and family roles?
• What skills do family members need to become leaders?
• What criteria should one use to assess efforts at balancing work and family roles?

Management

• What management skills does one need to set priorities at work and at home?
• What kind of training is needed to develop management strategies for balancing work and family roles?
• What management skills does one need to deal with issues at different stages of the family life cycle?

FCCLA National Programs

Career Connection: My Career

Career Connection: My Life

Career Connection: My Path

Career Connection: My Skills

Families First: Balancing Family and Career

Families First: Families Today

Families First: Meet the Challenge

Families First: Parent Practice

Families First: You-Me-Us

Financial Fitness: Earning

Financial Fitness: Protecting

Financial Fitness: Saving
Task Number 42

**Cite historical events in the development of the hospitality, tourism, and recreation industries.**

**Definition**

Citation of significant events should include types of hospitality services offered by

- ancient Greece and Rome
- public houses of the Middle Ages
- 18th and 19th century American inns and hotels
- modern facilities of today.

**Process/Skill Questions**

**Thinking**
• What are five significant events that occurred in the development of the hospitality, tourism, and recreation industries?
• What types of hospitality services were offered in the past?

Communication

• What services from the past are still available today?
• Which facility designs of the past still influence contemporary design?

Leadership

• How are leadership styles in the industry influenced by history?
• What leadership skills help to apply the lessons of history to the present?

Management

• How is knowledge from the industry's past helpful to current managers?
• What current management strategies reflect the history and tradition of the hospitality industry?

FCCLA National Programs

Families First: You-Me-Us

Power of One: A Better You

FCCLA: STAR Events (2019)

Check the national [FCCLA portal](#).

FCCLA Chapter Website (Online Event)

Professional Presentation

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Task Number 43

Research the leaders and innovators who shaped the modern hospitality, tourism, and recreation industries.

Definition

Research should include how certain individuals influenced

• the political situation of his/her day
• advancement in technology
• social conditions.
Process/Skill Questions

Thinking

- How is an aging U.S. population affecting the hospitality industry?
- How might hospitality industries be affected by hospitality, tourism, and recreation over the next 20 years?

Communication

- How has the emergence of the Internet and Internet technologies affected the hospitality industry?
- How did limited-service hotels evolve?

Leadership

- What are factors that affect the hospitality industry that management cannot control?
- What were periods of rapid expansion in the hospitality industry? Why did it expand?

Management

- How does hospitality management use trends when planning new restaurants and hotels?
- How did hotels react to Jim Crow laws? How did they react during the civil rights movement?

FCCLA National Programs

Families First: You-Me-Us

Power of One: A Better You

FCCLA: STAR Events (2019)

Check the national [FCCLA portal](#).

FCCLA Chapter Website (Online Event)

Professional Presentation

Task Number 44

Analyze the definition and product of the hospitality, tourism, and recreation industries.

Definition
Analysis should include determining the

- service performed or the product purchased (service is both the mission and the product of the hospitality industry)
- items and personnel that enable consumers to benefit from those goods and/or services
- the hospitality industry's two-fold purpose: to satisfy the physical and psychological expectations of guests.

**Process/Skill Questions**

**Thinking**

- How does one determine the type of hospitality a facility should offer?
- What are the psychological needs common to all guests?

**Communication**

- How can a facility communicate its desire to meet guests’ expectations?
- How can guests be encouraged to express their opinions about a facility’s services?

**Leadership**

- How can leaders create an environment in which all employees put the expectations of guests above everything?
- Why are leaders ultimately responsible for guest satisfaction?

**Management**

- Why is management the most important factor in good guest relations?
- Why should management encourage all employees to participate in training for customer relations?

**FCCLA National Programs**

**Career Connection: My Career**

**Career Connection: My Life**

**Career Connection: My Path**

**Career Connection: My Skills**

**Power of One: A Better You**

**Power of One: Working on Working**

**FCCLA: STAR Events (2019)**

**Career Investigation**
Check the national FCCLA portal.

Entrepreneurship

Event Management

FCCLA Chapter Website (Online Event)

Hospitality, Tourism, and Recreation

Interpersonal Communications

Job Interview

National Programs in Action

Professional Presentation

Task Number 45

Identify safety, security, and environmental awareness issues.

Definition

Identification should include

- disaster planning and emergency preparedness (e.g., hurricanes, acts of terrorism)
- facility sanitation standards
- food safety, handling, and storage
- green technology (e.g., car charging stations), policies, cleaning agents, and recycling
- guest, worker, and facility security
- personal safety when traveling to foreign countries.

Process/Skill Questions

Thinking

- Why is being aware of safety, security, and environmental issues important in today's hospitality industry?
- What are some of the possible consequences of improper food handling, storage, and sanitation practices?
- Why is it important to have disaster/emergency plans in place?

Communication
How can employees be made aware of emergency evacuation plans?  
What steps should employees take in the event of an emergency?

Management

- Who is responsible for guests, employees, and facility safety and security?  
- Which agencies are responsible for on-site inspections in relation to environmental issues?

Leadership

- How can leaders encourage other employees to follow the safety, security, and environmental policies of the company?  
- What resources are available for leaders when developing company policies on safety, security, and environmental issues?

FCCLA National Programs

Career Connection: My Career

Career Connection: My Life

Career Connection: My Path

Career Connection: My Skills

Power of One: A Better You

Power of One: Working on Working

FCCLA: STAR Events (2019)

Career Investigation

Check the national FCCLA portal.

Entrepreneurship

Event Management

FCCLA Chapter Website (Online Event)

Hospitality, Tourism, and Recreation

Interpersonal Communications

Job Interview

National Programs in Action
Task Number 46

Research energy efficiency, conservation, sustainability, and green technologies issues.

Definition

Research should document the standard practices that the industry is using to conserve resources, focusing on

- water and energy conservation
- alternative fuel use
- facility design
- waste management.

Process/Skill Questions

Thinking

- What is green technology and how does it affect the hospitality, tourism, and recreation industry?
- How does energy consumption affect the company's budget and profits?

Communication

- What resources provide information about green technology?
- What are the ways to communicate to employees the importance of conservation practices and using green technologies?

Leadership

- How can facilities improve their energy efficiency?
- What ideas can the hospitality industry convey to others about the importance of energy conservation and green technology?

Management

- How can managers develop a plan for energy conservation, and how would these plans be implemented?

FCCLA National Programs

Career Connection: My Life

Career Connection: My Path
Career Connection: My Skills

Power of One: A Better You

Power of One: Working on Working

FCCLA: STAR Events (2019)

Career Investigation

Check the national FCCLA portal.

Entrepreneurship

Event Management

FCCLA Chapter Website (Online Event)

Hospitality, Tourism, and Recreation

Interpersonal Communications

Job Interview

National Programs in Action

Professional Presentation

Public Policy Advocate

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Task Number 47

Identify global and local economic issues and trends that affect the hospitality, tourism, and recreation industries.

Definition

Identification of concerns should include

- inflation outcomes
- unemployment
- recession
- population migration and change
- global unrest and terrorism
- natural disaster/weather.
Process/Skill Questions

Thinking

- Why is the success of the hospitality industry linked to economic issues in a community?
- What global concerns can affect the hospitality industry?

Communication

- How can global and local matters be communicated to staff?
- Where can reliable information on global or economic issues be found?

Leadership

- How can leaders manage a culturally diverse employee population?
- What leadership qualities are required to arbitrate economic matters such as unemployment, recession, or inflation?

Management

- What managerial adjustments can be made to facilitate advertising during an economic recession?
- What can management do to ensure guests’ safety during times of global unrest?

FCCLA National Programs

Career Connection: My Career

Career Connection: My Path

Career Connection: My Skills

Financial Fitness: Earning

Financial Fitness: Protecting

Financial Fitness: Saving

Financial Fitness: Spending

Power of One: A Better You

Power of One: Working on Working

FCCLA: STAR Events (2019)

Career Investigation

Check the national FCCLA portal.
Task Number 48

Analyze the influence of technological advancements.

Definition

Analysis should include the impact of

- technology
- robotics
- telecommunications
- property-management systems
- emerging equipment and materials concerns
- job elimination
- artificial intelligence.

Process/Skill Questions

Thinking

- How can the industry keep up with the customers' changing needs and demands for the latest technology?
- What role does robotics play in the efficiency of the property’s kitchen? Why is this role significant?

Communication
• How can emerging technology facilitate communication between customers, employees, and management?
• How is rapid and efficient communication essential to growth in technology?

Leadership

• How can leaders ensure that employees are staying at the forefront of technological advances?
• What leadership skills enable leaders to predict the impact of technological advances?

Management

• What training is required of managers to stay abreast of technological advancements?
• What barriers do managers face when trying to control technology?

FCCLA National Programs

Career Connection: My Career
Career Connection: My Life
Career Connection: My Path
Career Connection: My Skills
Power of One: A Better You
Power of One: Working on Working

FCCLA: STAR Events (2019)

Career Investigation
Check the national FCCLA portal.

Culinary Arts
Entrepreneurship
Event Management

FCCLA Chapter Website (Online Event)

Hospitality, Tourism, and Recreation

Interpersonal Communications

Job Interview
Task Number 49

Predict future outcomes based on current trends in the hospitality, tourism, and recreation industries.

Definition

Predictions should be based on

- international and multinational influences
- cultural diversity
- consumer preferences
- trends in leisure choices
- laws and regulations/policies
- age of population
- pandemics/disease
- threat of terrorism
- technology
- environmental changes.

Process/Skill Questions

Thinking

- Why is it important to predict the future of the hospitality industry?
- What current changes in transportation might affect the hospitality industry in the future? How?

Communication

- How are future trends communicated to the industry?
- How are methods of communication changing within the industry?

Leadership

- How can leaders become more aware of trends in the industry?
- Why must leaders be educated about industry trends and their potential effects?

Management

- How can management ensure that all employees adapt to future trends in the industry?
What resources are available to help management predict future trends?

**FCCLA National Programs**

Career Connection: My Career

Career Connection: My Life

Career Connection: My Path

Career Connection: My Skills

Power of One: A Better You

Power of One: Working on Working

**FCCLA: STAR Events (2019)**

Career Investigation

Check the national [FCCLA portal](#).

Entrepreneurship

Event Management

**FCCLA Chapter Website (Online Event)**

Hospitality, Tourism, and Recreation

Interpersonal Communications

Job Interview

National Programs in Action

Professional Presentation

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**Exploring Recreation, Leisure, and Themed Services Industries**
Task Number 50

Identify recreation, leisure, and themed services programs and events.

Definition

Identification should include

- health and fitness interests
- sightseeing tours
- cultural exchanges
- educational and aesthetic experiences
- dining
- shopping
- sporting events
- specific personal interests
- civic/philanthropic events
- corporate retreats/team building.

Process/Skill Questions

Thinking

- What kinds of local attractions would have an influence on a facility?
- Why should a facility promote local places of interest?
- What are local recreation, leisure, and themed services programs local to the area?

Communication

- How can the facility best advertise local attractions and recreation opportunities?
- How can the facility use customer feedback to promote local attractions?
- What communication strategies are used to advertise sporting events?

Leadership

- How can leaders ensure that local attractions and recreation opportunities are worthwhile for all guests?

Management

- What special promotions could management use to tie local attractions and recreation opportunities to the facility?
- If the facility does not have a restaurant facility, what factors should be considered in restaurant recommendations?

FCCLA National Programs

Career Connection: My Career
Task Number 51

Define the roles, responsibilities, benefits, and limitations of recreation, leisure, and themed services jobs.

Definition
Definition of each career should include

- description of the roles, duties, and responsibilities of professionals
- explanation of the benefits of working as a professional
- summary of the working conditions, including time commitment, encountered
- income expectations
- career advancement opportunities
- present and projected demand for workers on the local, state, and national levels.

Process/Skill Questions

Thinking

- What information is available concerning the identified careers?
- What are the duties, education and training requirements, salary ranges, working conditions, and career advancement opportunities for professionals working in these careers?
- What are the hiring expectations for recreation, leisure, and themed services jobs at the local, state, and national levels?
- What characteristics and talents will lead to success in these careers?
- What information is necessary to know about oneself to make wise career choices?

Communication

- What communication skills are necessary for gathering and evaluating career information?
- What communication skills are necessary in these identified careers?

Leadership

- What leadership techniques can one use to gather and evaluate career information?
- What leadership skills are needed to be successful in these careers?
- What criteria should be used to evaluate these careers?

Management

- What management skills are essential for effective career investigation and planning?
- What resources are available to help evaluate career information?

FCCLA National Programs

Career Connection: My Career

Career Connection: My Life

Career Connection: My Path

Career Connection: My Skills

Financial Fitness: Earning
Task Number 52

Identify education and training requirements for selected entry-level, technical, and professional jobs.

Definition

Identification should include

- descriptions of selected career pathways within the industry
- education and training required for entry into different careers within the industry
- ways to obtain the education and training required
- ways to gain entry and experience in the field
- specialized training requirements (e.g., emphasis, style, and brand) per employer
- credentials.
Process/Skill Questions

Thinking

- What levels of education and training are required for careers in recreation and attractions?
- What education and training opportunities are available now? What opportunities are expected to be available in the future?
- What are the benefits of certification in this area? What are the options?

Communication

- What communication skills are necessary for career research?
- What questions need to be answered to evaluate education and training opportunities?
- What are alternative ways to obtain education and training in recreation and attractions?

Leadership

- What leadership qualities are needed to maximize education and training opportunities?
- What leadership skills are needed to demonstrate professional practices and standards in recreation and attractions?
- What are credentials and how do they benefit a person seeking to begin a career?

Management

- What resources are available to assist in obtaining the education and training needed for career success?

FCCLA National Programs

Career Connection: My Career

Career Connection: My Life

Career Connection: My Path

Career Connection: My Skills

Power of One: A Better You

Power of One: Working on Working

FCCLA: STAR Events (2019)

Career Investigation

Check the national FCCLA portal.

Entrepreneurship
Task Number 53

Research recreation, leisure, and themed services opportunities.

Definition

Research should include using resources such as

- chamber of commerce
- visitors' bureau
- travel guides and travel sites
- historical archives.

Process/Skill Questions

Thinking

- What is the purpose of a chamber of commerce within a community?
- What services does the visitors’ bureau provide?
- What would be included in a travel guide?

Communication

- What criteria should be used to evaluate careers in travel-related industries?

Leadership

- What leadership qualities are needed to research historical archives?

Management

- What management skills are essential for effective recreation investigation and planning?

FCCLA National Programs

Career Connection: My Career
Exploring the Travel and Tourism Industry

Task Number 54

Define the travel and tourism industry.

Definition

Definition should include
• travel agencies
• tour operations
• transportation businesses
• interpreters and support personnel
• restaurants
• hotels
• themed services
• entertainment and attractions.

Process/Skill Questions

Thinking

• Why is the travel industry a vital part of the hospitality industry?
• Why are the travel agent and the tour operator equally important to the guest?
• How does the travel and tourism industry fit into the national and global economy?

Communicating

• How can travel agents effectively communicate with clients?
• How can tour operators effectively communicate with clients?
• Which communication skills are of greatest importance to the travel agent and the tour operator?
• What are some of the media or tools that the travel and tourism industry uses to communicate with its customers or potential customers?

Leadership

• How can leaders prepare travel agents and tour operators to be aware of customers’ interests and needs?
• What leadership skills help travel agents and tour operators satisfy the diverse needs of both customers and employees?

Management

• Why must managers be aware of the trends within the travel industry?
• How can managers predict future trends within the travel industry?

FCCLA National Programs

Career Connection: My Career

Career Connection: My Life

Career Connection: My Path

Career Connection: My Skills

Power of One: A Better You
FCCLA: STAR Events (2019)

Career Investigation

Check the national FCCLA portal.

Entrepreneurship

FCCLA Chapter Website (Online Event)

Hospitality, Tourism, and Recreation

Job Interview

National Programs in Action

Professional Presentation

Task Number 55

Describe the relationship of hospitality to the travel and tourism industry.

Definition

Description should include

- the differences between the travel, tourism, and hospitality industries
- their interdependence.

Process/Skill Questions

Thinking

- What is the importance of understanding the relationship of hospitality to travel and tourism?
- How is hospitality dependent on travel and tourism and vice versa?

Communication

- Why must members of the travel and tourism industry communicate with members of the hospitality industry?
- How can communication skills ensure success between the two industries?

Leadership
• How can leaders of the travel and tourism industry effectively communicate with leaders of the hospitality industry?

Management

• What qualities and skills must management in the travel industry demonstrate to ensure respect of the tourism industry?
• What must management in the tourism industry do to ensure a respect of the travel industry?

FCCLA National Programs

Career Connection: My Career

Career Connection: My Life

Career Connection: My Path

Career Connection: My Skills

Power of One: A Better You

Power of One: Working on Working

FCCLA: STAR Events (2019)

Career Investigation

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Entrepreneurship

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Hospitality, Tourism, and Recreation

Job Interview

Leadership

National Programs in Action

Professional Presentation

Task Number 56
Define roles, responsibilities, benefits, and limitations of selected job and career opportunities.

Definition

Definition of each career should include

- description of the roles, duties, and responsibilities
- explanation of the career benefits and disadvantages
- summary of the working conditions, including time commitment
- income expectations
- career advancement opportunities
- present and projected demand for workers on the local, state, and national levels.

Process/Skill Questions

Thinking

- What information is available concerning the identified careers?
- What are the duties, education and training requirements, salary ranges, working conditions, and career advancement opportunities?
- What is the present and projected demand for workers on the local, state, and national levels?

Communication

- What communication skills are necessary for gathering and evaluating career information?
- What communication skills are necessary in these careers?
- What questions need to be answered to evaluate these careers?

Leadership

- What leadership techniques can one use to gather and evaluate career information?
- What is an effective decision-making process to use when gathering and evaluating career information?
- What leadership skills are needed to be successful in these careers?

Management

- What management skills are essential for effective career investigation and planning?
- What resources are available for evaluating a career in the travel and tourism industry?

FCCLA National Programs

Career Connection: My Career

Career Connection: My Life

Career Connection: My Path
Career Connection: My Skills
Financial Fitness: Earning
Financial Fitness: Protecting
Financial Fitness: Saving
Financial Fitness: Spending
Power of One: A Better You
Power of One: Working on Working

FCCLA: STAR Events (2019)
Career Investigation
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Entrepreneurship
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Hospitality, Tourism, and Recreation
Job Interview

National Programs in Action

Professional Presentation

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Task Number 57

Research education and training requirements for entry-level, technical, and professional jobs in the travel industry.

Definition

Research should include

- descriptions of selected career paths
- education and training required for entry into different careers
- ways to obtain the education and training required
- ways to gain entry and experience
Process/Skill Questions

Thinking

- What levels of education and training are required for careers in travel and tourism?
- What education and training opportunities are available now? What opportunities are expected to be available in the future?
- What are the benefits of certification in this area? What are the options?
- What is considered the best education in the travel industry?

Communication

- What communication skills are necessary for career research?
- What questions need to be answered in order to evaluate education and training opportunities?
- What are some alternative ways to obtain education and training in travel and tourism?

Leadership

- What leadership qualities are needed to maximize education and training opportunities?
- What leadership skills are needed to demonstrate professional practices and standards in travel and tourism?

Management

- What resources are available to assist in obtaining the education and training needed?

FCCLA National Programs

Career Connection: My Career

Career Connection: My Life

Career Connection: My Path

Career Connection: My Skills

Power of One: A Better You

Power of One: Working on Working

FCCLA: STAR Events (2019)

Career Investigation

Check the national FCCLA portal.
Task Number 58

Plan a trip from the planner's side and from the provider's side.

Definition

Plan should include

- the booking/reservation process
- transportation needs
- entertainment preferences
- lodging preferences
- dining preferences
- budgeting for all the above, including gratuities, fees, and tolls
- insurance purchase.

Process/Skill Questions

Thinking

- What resources are available to assist in planning?
- What technology can be used in planning a trip?
- What factors should be considered when planning a trip?

Communication

- What questions should a traveler ask in the planning stages?
- What forms might be used or required when planning a trip?

Leadership

- How should a leader include opinions of others when planning a group trip?
- How do leaders work with others to set goals regarding procedures applied to safety, security, and environmental issues?

Management
• How might one gather and organize information for a trip?
• When planning a trip, how are resources allocated and why?

FCCLA National Programs

Career Connection: My Career
Career Connection: My Life
Career Connection: My Path
Career Connection: My Skills
Financial Fitness: Earning
Financial Fitness: Protecting
Financial Fitness: Saving
Financial Fitness: Spending
Power of One: A Better You
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Entrepreneurship

FCCLA Chapter Website (Online Event)

Hospitality, Tourism, and Recreation

Interpersonal Communications

Job Interview

National Programs in Action

Professional Presentation

Public Policy Advocate

Task Number 59
Compare modes of transportation.

Definition

Comparison should include

- commercial air travel (e.g., airlines)
- commercial water travel (e.g., ocean lines)
- commercial rail
- personal automobile
- bus, taxi, or other car service (limousine, ride-sharing services).

Process/Skill Questions

Thinking

- What might influence an individual to choose one mode of transportation over another?
- What are the advantages and disadvantages of each mode of transportation or type of travel?
- How do costs compare among the modes? What factors influence cost?

Communication

- How might reservations be made for each mode?
- Who should be contacted if there are problems with booking travel?

Leadership

- Which modes of transportation allow for the most individual control and personal choice?
- How do government regulations influence travel options and the travel experience?

Management

- What U.S. agencies oversee safety regulations for each mode of transportation?
- What new types of transportation are emerging for travelers?

FCCLA National Programs

Career Connection: My Career

Career Connection: My Life

Career Connection: My Path

Career Connection: My Skills

FACTS: People

FACTS: Roads
FACTS: Vehicles

Power of One: A Better You

Power of One: Working on Working

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Career Investigation

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Early Childhood Education

Entrepreneurship

Event Management

FCCLA Chapter Website (Online Event)

Hospitality, Tourism, and Recreation

National Programs in Action

Professional Presentation

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Exploring the Lodging Industry

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Task Number 60

Compare classifications of lodging operations.

Definition

Comparison should include

- full-service hotels
- convention centers
- luxury hotels
- resort hotels
• cruise ships/luxury boats/yachts
• condominiums
• extended-stay hotels
• budget hotels
• bed and breakfast operations
• lodges
• campgrounds and recreational vehicle (RV) parks
• hostels
• private lodging rentals (e.g., AirBnB and VRBO).

Process/Skill Questions

Thinking

• How do customer expectations influence management philosophy in a lodging operation?
• What are some possible consequences of misunderstanding customer expectations?
• What are the benefits and risks of chain, franchise, and independent lodging operations?

Communication

• What criteria and tools might best determine customer expectations?
• What factors should influence the mission statement of any lodging facility?

Leadership

• What do leaders need to know about the types of lodging operations in order to expedite planning for a facility?
• How can leaders best learn their customers’ expectations of the facility?

Management

• What tools and resources are available to management for determining the interests and concerns of customers?
• How can management best use these tools and resources?

FCCLA National Programs

Career Connection: My Career

Career Connection: My Life

Career Connection: My Path

Career Connection: My Skills

Power of One: A Better You

Power of One: Working on Working
**Task Number 61**

**Define roles, responsibilities, benefits, and limitations of selected job and career opportunities.**

**Definition**

Definition should include

- description of the roles, duties, and responsibilities
- explanation of benefits and disadvantages in this career
- summary of the working conditions, including time commitment
- income expectations
- career advancement opportunities
- present and projected demand for workers on the local, state, and national levels.

**Process/Skill Questions**

**Thinking**

- What information is available regarding the identified careers?
- What are the duties, education and training requirements, salary ranges, working conditions, and career advancement opportunities?
- What is the present and projected demand for workers on the local, state, and national levels?

**Communication**
• What communication skills are necessary for gathering and evaluating career information?
• What communication skills are necessary in these identified careers?
• What questions need to be answered in order to evaluate these careers?

Leadership

• What leadership techniques can one use to gather and evaluate career information?
• What is an effective decision-making process to use when gathering and evaluating career information?
• What leadership skills are needed to be successful in these careers?
• How can leadership skills be developed in this career?
• What criteria should be used to evaluate these careers?

Management

• What management skills are essential for effective career investigation and planning?
• What resources are available to evaluate career information?

Task Number 62

Identify education and training requirements for entry-level, technical, and professional jobs.

Definition

Identification should include

• descriptions of selected career paths
• education and training required for entry into different careers
• ways to obtain the education and training required
• ways to gain entry and experience
• certifications
• internships/apprenticeships.

Process/Skill Questions

Thinking

• What levels of education and training are required for careers in the lodging industry?
• What education and training opportunities are available now? What opportunities are expected to be available in the future?
• What are the benefits of certification in this area? What are the options?

Communication

• What communication skills are necessary for career research?
What questions need to be answered in order to evaluate education and training opportunities? What are some alternative ways to obtain education and training?

Leadership

- What leadership qualities are needed to maximize education and training opportunities?
- What leadership skills are needed to demonstrate professional practices and standards?

Management

- What resources are available to assist in obtaining education and training needed?

FCCLA National Programs

Career Connection: My Career

Career Connection: My Life

Career Connection: My Path

Career Connection: My Skills

Power of One: A Better You

Power of One: Working on Working

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Career Investigation

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Entrepreneurship

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Hospitality, Tourism, and Recreation

Job Interview

National Programs in Action

Professional Presentation

Task Number 63
Plan the consumer experience within the stages of a guest cycle of service at a lodging property.

Definition

Planning should be based on property type and include points of contact by job and location within property and service expectations at each of the following stages:

- Pre-arrival
- Arrival
- Occupancy
- Departure

Process/Skill Questions

Thinking

- What are the stages of the hotel guest cycle?
- How should the front desk staff process arriving guests? What are the staff's main objectives?
- How do customer expectations differ at different types of lodging accommodations?

Communication

- How can employees at a lodging operation communicate a unified level of customer service?
- How are problems addressed at each level of the guest cycle?

Leadership

- What are the goals for evaluating employees at each stage of the guest cycle?
- What determines customer satisfaction after the guest cycle is completed?

Management

- What expectations or needs do guests commonly have upon arriving at a property?
- How would changes be made when guests continually have poor experiences?

FCCLA National Programs

Career Connection: My Career

Career Connection: My Life

Career Connection: My Path

Career Connection: My Skills

Financial Fitness: Earning
Exploring the Food and Beverage Industry

Task Number 64

Describe the food service industry.

Definition

Description should include services offered by the following types of restaurants:
• Quick-service restaurants, including fast food, cafeterias, buffets, and carryout restaurants
• Full-service restaurants, including fine dining and casual dining
• Hotel and club food service
• Catering
• Concessions as part of a recreational or entertainment business
• Food services located in transportation centers like airports
• In-transit food service on airplanes, trains, and cruise ships
• Food service located within another business, such as inside shopping malls

Description should also include services offered by the following:

• Schools
• Hospitals
• Healthcare facilities
• Places of employment
• Prisons
• Military bases

**Process/Skill Questions**

**Thinking**

• How does institutional food differ from commercial food? What is the significance?
• Why do some hotels exclude restaurant services?

**Communication**

• How can a facility determine the needs of its guests?
• What is required for a restaurant or institution to satisfy the nutritional requirements of its customers?

**Leadership**

• How can leaders explore the advantages of each type of food service?
• How are the services of the travel industry enhanced by commercial food service?

**Management**

• Why is the management of the commercial food service vital to the success of the hospitality facility?
• What resources are needed to evaluate food services as part of the hospitality industry?

**FCCLA National Programs**

**Career Connection: My Career**

**Career Connection: My Life**

**Career Connection: My Path**

**Career Connection: My Skills**
Task Number 65

Define the roles, responsibilities, benefits, and limitations of selected job and career opportunities.

Definition

Definition should include

- description of the roles, duties, and responsibilities of professionals
- explanation of the benefits and disadvantages
- summary of the working conditions, including time commitment
- income expectations
- present and projected demand on the local, state, and national levels.

Process/Skill Questions

Thinking

- What are the duties, education and training requirements, salary ranges, working conditions, and career advancement opportunities in this field?
- What are the present and projected demand for workers on the local, state, and national levels?
Communication

- What communication skills are necessary for gathering and evaluating career information?
- What communication skills are required in these careers?

Leadership

- What leadership techniques are essential to gather and evaluate career information?
- What is an effective decision-making process to use when gathering and evaluating career information?
- What leadership qualities are vital to success in these careers?

Management

- What management skills are essential for effective career investigation and planning?
- What criteria should be used to evaluate these careers?

FCCLA National Programs

Career Connection: My Career

Career Connection: My Life

Career Connection: My Path

Career Connection: My Skills

Financial Fitness: Earning

Financial Fitness: Protecting

Financial Fitness: Saving

Financial Fitness: Spending

Power of One: A Better You

Power of One: Working on Working

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Career Investigation

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Entrepreneurship

FCCLA Chapter Website (Online Event)
Task Number 66

Research education and training requirements for entry-level, technical, and professional jobs.

Definition

Research should include

- descriptions of selected career paths
- education and training required for entry into different careers
- ways to gain entry and experience certifications
- apprenticeships/internships.

Process/Skill Questions

Thinking

- What levels of education and training are required for careers in the food and beverage industry?
- What education and training opportunities are available now? What opportunities are projected to be available in the future?
- What are the benefits of certification? What are the options?

Communication

- What communication skills are necessary for career research?
- What are some alternative ways to obtain education and training in the food and beverage industry?

Leadership

- What leadership qualities are necessary to maximize education and training opportunities?
- What leadership skills are needed to demonstrate professional practices and standards in the food and beverage industry?

Management

- What resources are available to assist in obtaining the education and training needed for career success?
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Career Connection: My Career
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Exploring Career Skills for the Hospitality, Tourism, and Recreation Industries

Task Number 67
Explain the importance of professional communication skills to the hospitality industry.

Definition
Explanation should include communication techniques (e.g., verbal, nonverbal, and written), customer service and coworker expectations, etiquette, and policies and laws applicable to working with the following groups:

- General population
- Special needs populations
- Culturally diverse populations
- Supervisors/managers/administrative personnel
- Human resources

**Process/Skill Questions**

**Thinking**

- How does a positive attitude affect human relationships?
- Why is it important to maintain eye contact when communicating in person?
- Why are both verbal and nonverbal communications skills important?
- Why is it important for servers to give customers their full attention?

**Communication**

- What techniques should be used in handling a customer complaint?
- Which type of communication skill is the most important? Why?
- How can food and beverage workers make customers feel respected?
- How might communication vary among culturally diverse populations?

**Leadership**

- What negotiation skills might be helpful to use when handling customer complaint?
- How might inconsistent nonverbal communication skills affect a customer?
- What are *relaxation techniques*, and how can they be helpful when dealing with a difficult situation?
- What is *reflective listening*, and how can it be used when responding to customer complaints?

**Management**

- How are a company's customer service expectations communicated, enforced, and monitored?
- When should a customer's complaints escalate to the management level?

**FCCLA National Programs**

**Career Connection: My Career**

**Career Connection: My Life**

**Career Connection: My Path**

**Career Connection: My Skills**

**Power of One: Working on Working**
Task Number 68

Write a personal career plan.

Definition

Writing a plan should include

- employment goals and ideals
- a timeline
- entry-level job options
- anticipated salary and promotions
- anticipated career progression (jobs/positions leading to career goal/ideal)
- anticipated working conditions
- required education and training
- required certifications, licenses, or credentials.

Process/Skill Questions

Thinking

- How can field trips, guest speakers, and industry resources provide insight into career opportunities?
- What kind of research should be done to learn about career expectations?
- What are examples of entry-level jobs?

Communication

- What are the most important elements in a career plan?
Leadership

- Why should hospitality employees seek continuing education?
- How can employees learn about career opportunities in the industry?

Management

- What career ladders are available in the hospitality industry?
- What career training can be offered within the industry?
- What are the benefits of interviewing or job shadowing someone currently working in one's area of interest?

FCCLA National Programs

Career Connection: My Career
Career Connection: My Life
Career Connection: My Path
Career Connection: My Skills
Financial Fitness: Earning
Financial Fitness: Protecting
Financial Fitness: Saving
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FCCLA: STAR Events (2019)
Career Investigation
Check the national FCCLA portal.

Entrepreneurship
Event Management
FCCLA Chapter Website (Online Event)

Hospitality, Tourism, and Recreation
Task Number 69

Prepare a résumé and a job application.

Definition

Preparation should include information such as

- educational background
- work history
- honors and awards
- membership in club and/or community activities, leadership positions held, and community service.

Process/Skill Questions

Thinking

- What criteria should be used to evaluate a job application package?
- How can the appearance and correctness of a résumé affect one's chances of getting an interview?
- What are some of the legal and ethical issues surrounding the job application process?

Communication

- What are the most important points for a résumé or application letter to communicate to a prospective employer?
- How are web-based résumés different from printed résumés? How are they alike?

Leadership

- How can applicants ensure that documents are effective? How can they be improved?
- How should negative factors in an application package be handled by the applicant?

Management

- What models are typically followed when developing an effective job application package?
- How should the application package be adjusted to pursue a specific job opportunity?
- What are the benefits of learning more about the career resources (e.g., career center) at one's school?
Task Number 70

Identify the importance of professionalism, professional appearance, and hygiene practices in the industry.

Definition

Identification should include

- dress code
- polices on body art and piercings
- personal hygiene and grooming
- on-the-job hygiene (e.g., hand washing)
• cultural diversity
• legal restrictions and policies
• etiquette.

Process/Skill Questions

Thinking

• Why is professionalism tied to success in the hospitality, tourism, and recreation industries?
• What effect can poor professional appearance and hygiene have on one's career?
• What is etiquette?

Communication

• How can appearance and hygiene issues be communicated to employees?
• Why are communication skills important in the hospitality, tourism, and recreation industries?

Leadership

• How can leaders effectively express concerns in the workplace?
• What are examples of improper etiquette displayed by those in leadership positions?

Management

• What management skills are needed to solve problems concerning appearance and hygiene?
• What management skills are important in establishing good employee-employer relations?

FCCLA National Programs

Career Connection: My Career
Career Connection: My Life
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Power of One: A Better You
Power of One: Working on Working

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Career Investigation

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Entrepreneurship
Task Number 71

Participate in a mock job interview.

Definition

Participation should give students the opportunity to practice interviewing skills. Students should assume a variety of roles to illustrate behaviors both desirable (e.g., professional dress, maintaining eye contact, and asking informed questions) and undesirable (e.g., speaking too softly, failing to answer questions completely).

Process/Skill Questions

Thinking

- Why is it important to identify personal strengths and weaknesses?
- How does a job interview benefit the employer and the applicant?
- How can an applicant learn more about the job and the employer before the interview?
- What are the different types of interviews?
- How can relaxation techniques benefit the interviewee?
- What is the benefit of participating in a mock job interview?

Communication

- What is the most important point to communicate during an interview?
- Why is a follow-up letter an important part of the interview process?
- What are the steps to follow when preparing for an interview?
- How can an applicant display confidence and a positive attitude during an interview?

Leadership

- What types of questions are typically asked during the interview?
- What are the follow-up steps after an interview?

Management
• What factors may influence an employer’s impression of an applicant?
• What questions should applicants ask or refrain from asking an interviewer?

**FCCLA National Programs**

Career Connection: My Career

Career Connection: My Life

Career Connection: My Path

Career Connection: My Skills

Power of One: A Better You

Power of One: Working on Working

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Career Investigation

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Entrepreneurship

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Hospitality, Tourism, and Recreation

Job Interview

National Programs in Action

Professional Presentation

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**SOL Correlation by Task**

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<tr>
<th>Task</th>
<th>Description</th>
<th>English: 9.5, 10.5, 11.5, 12.5</th>
<th>History and Social Science: GOVT.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>39</td>
<td>Analyze the meaning of work and the meaning of family.</td>
<td>9.5, 10.5, 11.5, 12.5</td>
<td>GOVT.1</td>
</tr>
<tr>
<td>40</td>
<td>Compare how families affect work life and how work life affects families.</td>
<td>9.5, 10.5, 11.5, 12.5</td>
<td>GOVT.1</td>
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<tr>
<td>41</td>
<td>Identify management strategies for balancing work and family roles.</td>
<td>9.5, 10.5, 11.5, 12.5</td>
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<tr>
<td>42</td>
<td>Cite historical events in the development of the hospitality, tourism, and recreation industries.</td>
<td>History and Social Science: GOVT.1 &lt;br&gt;English: 9.5, 10.5, 11.5, 12.5</td>
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<tr>
<td>43</td>
<td>Research the leaders and innovators who shaped the modern hospitality, tourism, and recreation industries.</td>
<td>History and Social Science: VUS.3, VUS.6, VUS.9, VUS.14, WHI.5, WHI.6, WHI.14 &lt;br&gt;English: 9.8, 10.8, 11.8, 12.8</td>
<td></td>
</tr>
<tr>
<td>44</td>
<td>Analyze the definition and product of the hospitality, tourism, and recreation industries.</td>
<td>History and Social Science: VUS.9, VUS.14 &lt;br&gt;English: 9.5, 10.5, 11.5, 12.5</td>
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<tr>
<td>45</td>
<td>Identify safety, security, and environmental awareness issues.</td>
<td>History and Social Science: WG.17, WG.18</td>
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<tr>
<td>46</td>
<td>Research energy efficiency, conservation, sustainability, and green technologies issues.</td>
<td>History and Social Science: WG.17, WG.18 &lt;br&gt;Science: ES.6 &lt;br&gt;English: 9.8, 10.8, 11.8, 12.8</td>
<td></td>
</tr>
<tr>
<td>47</td>
<td>Identify global and local economic issues and trends that affect the hospitality, tourism, and recreation industries.</td>
<td>History and Social Science: GOVT.8, GOVT.9, GOVT.12, GOVT.14, GOVT.15, VUS.14, WHI.14</td>
<td></td>
</tr>
<tr>
<td>48</td>
<td>Analyze the influence of technological advancements.</td>
<td>History and Social Science: VUS.14, WHI.14, WHI.15 &lt;br&gt;English: 9.5, 10.5, 11.5, 12.5</td>
<td></td>
</tr>
<tr>
<td>49</td>
<td>Predict future outcomes based on current trends in the hospitality, tourism, and recreation industries.</td>
<td>History and Social Science: WG.14, WG.15, WG.16, WG.17, WG.18 &lt;br&gt;English: 9.5, 10.5, 11.5, 12.5</td>
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</tr>
<tr>
<td>50</td>
<td>Identify recreation, leisure, and themed services programs and events.</td>
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<tr>
<td>51</td>
<td>Define the roles, responsibilities, benefits, and limitations of recreation, leisure, and themed services jobs.</td>
<td>History and Social Science: WHI.8 &lt;br&gt;English: 9.3, 9.5, 10.3, 10.5, 11.3, 11.5, 12.3, 12.5</td>
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<tr>
<td>52</td>
<td>Identify education and training requirements for selected entry-level, technical, and professional jobs.</td>
<td>History and Social Science: WHI.8 &lt;br&gt;English: 9.5, 10.5, 11.5, 12.5</td>
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<tr>
<td>53</td>
<td>Research recreation, leisure, and themed services opportunities.</td>
<td>English: 9.8, 10.8, 11.8, 12.8</td>
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</tr>
<tr>
<td>54</td>
<td>Define the travel and tourism industry.</td>
<td>English: 9.3, 10.3, 11.3, 12.3</td>
<td></td>
</tr>
<tr>
<td>55</td>
<td>Describe the relationship of hospitality to the travel and tourism industry.</td>
<td>English: 9.3, 10.3, 11.3, 12.3</td>
<td></td>
</tr>
<tr>
<td>56</td>
<td>Define roles, responsibilities, benefits, and limitations of selected job and career opportunities.</td>
<td>English: 9.3, 10.3, 11.3, 12.3</td>
<td></td>
</tr>
<tr>
<td>57</td>
<td>Research education and training requirements for entry-level, technical, and professional jobs in the travel industry.</td>
<td>History and Social Science: GOVT.1, WG.1 &lt;br&gt;English: 9.5, 9.6, 9.7, 10.5, 10.6, 10.7, 11.5, 11.6, 11.7, 12.5, 12.6, 12.7</td>
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<tr>
<td>58</td>
<td>Plan a trip from the planner's side and from the provider's side.</td>
<td>English: 9.1, 10.1, 11.1, 12.1</td>
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Page 59
<p>| | | |</p>
<table>
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| 59 | Compare modes of transportation. | English: 9.5, 10.5, 11.5, 12.5  
History and Social Science: VUS.14, WG.17, WHII.14 |
| 60 | Compare classifications of lodging operations. | English: 9.5, 10.5, 11.5, 12.5 |
| 61 | Define roles, responsibilities, benefits, and limitations of selected job and career opportunities. |   |
| 62 | Identify education and training requirements for entry-level, technical, and professional jobs. | English: 9.5, 10.5, 11.5, 12.5 |
| 63 | Plan the consumer experience within the stages of a guest cycle of service at a lodging property. | English: 9.1, 10.1, 11.1, 12.1 |
| 64 | Describe the food service industry. |   |
| 65 | Define the roles, responsibilities, benefits, and limitations of selected job and career opportunities. | English: 9.3, 9.5, 10.3, 10.5, 11.3, 11.5, 12.3, 12.5 |
| 66 | Research education and training requirements for entry-level, technical, and professional jobs. | English: 9.5, 9.8, 10.5, 10.8, 11.5, 11.8, 12.5, 12.8 |
| 67 | Explain the importance of professional communication skills to the hospitality industry. |   |
| 68 | Write a personal career plan. | English: 9.6, 9.7, 10.6, 10.7, 11.6, 11.7, 12.6, 12.7 |
| 69 | Prepare a résumé and a job application. | English: 9.6, 9.7, 10.6, 10.7, 11.6, 11.7, 12.6, 12.7 |
| 70 | Identify the importance of professionalism, professional appearance, and hygiene practices in the industry. | English: 9.5, 10.5, 11.5 |
| 71 | Participate in a mock job interview. | English: 9.1, 10.1, 11.1, 12.1 |
Appendix: Credentials, Course Sequences, Career Cluster Information

Industry Credentials: Only apply to 36-week courses

- Certified Front Desk Representative Examination
- Certified Guest Service Professional Examination
- Certified Guestroom Attendant Examination
- College and Work Readiness Assessment (CWRA+)
- Leadership Essentials Assessment
- National Career Readiness Certificate Assessment
- Recreation, Amusements, and Attractions Assessment
- Restaurant, Food and Beverage Services Assessment
- Workplace Readiness Skills for the Commonwealth Examination

Concentration sequences: A combination of this course and those below, equivalent to two 36-week courses, is a concentration sequence. Students wishing to complete a specialization may take additional courses based on their career pathways. A program completer is a student who has met the requirements for a CTE concentration sequence and all other requirements for high school graduation or an approved alternative education program.

- Career, Community and Family Connections (8205/18 weeks)
- Career, Community and Family Connections (8282/36 weeks)
- Family Relations (8223/18 weeks)
- Family Relations (8225/36 weeks)
- GRADS (Graduation, Reality, and Dual-Role Skills): Family Focus (8277/18 weeks)
- GRADS (Graduation, Reality, and Dual-Role Skills): Family Focus (8278/36 weeks)
- GRADS (Graduation, Reality, and Dual-Role Skills): Work Focus (8213/36 weeks)
- Hospitality, Tourism, and Recreation I (8202/36 weeks, 280 hours)
- Hospitality, Tourism, and Recreation II (8203/36 weeks, 280 hours)
- Independent Living (8214/18 weeks)
- Independent Living (8219/36 weeks)
- Individual Development (8209/18 weeks)
- Individual Development (8210/36 weeks)
- Life Planning (8227/36 weeks)
- Life Planning (8226/18 weeks)
- Nutrition and Wellness (8228/18 weeks)
- Nutrition and Wellness (8229/36 weeks)

Career Cluster: Hospitality and Tourism

<table>
<thead>
<tr>
<th>Pathway</th>
<th>Occupations</th>
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<tbody>
<tr>
<td>Lodging</td>
<td>Concierge</td>
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<td>Caterer</td>
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<td>Food Service Manager</td>
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<td>Host, Hostess</td>
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<td>Occupations</td>
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<td>Director of Convention and Visitors Bureau</td>
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