

# Standards Correlations

## Hospitality, Tourism, and Recreation II (8203)

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
<b>Demonstrating Personal Qualities and Abilities</b>			
Demonstrate creativity and innovation.	English: 6.1, 6.3, 6.4, 6.6, 6.7, 6.9, 7.1, 7.3, 7.4, 7.6, 7.7, 7.9, 8.1, 8.3, 8.4, 8.6, 8.7, 8.9, 9.1, 9.5, 9.6, 9.8, 10.1, 10.5, 10.6, 10.8, 11.1, 11.5, 11.6, 11.8, 12.1, 12.5, 12.6, 12.8 History and Social Science: CE.1, CE.4, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WG.4, WHI.1, WHII.1 Mathematics: 6.1, 6.2, 6.3, 6.4, 6.5, 6.6, 6.7, 6.10, 6.11, 6.12, 7.2, 7.3, 7.8, 7.9, 8.2, 8.4, 8.6, 8.7, 8.11, 8.12, 8.17, 8.18, A.9, AFDA.3, AFDA.4, AFDA.5, AFDA.6,		

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			FCCLA Correlations
Demonstrate critical thinking and problem solving.	AFDA.7, AFDA.8, AII.9, COM.1, COM.3, COM.4, COM.5, COM.8, DM.7, DM.1*, DM.10, DM.2*, DM.3*, PS.3*, PS.4*, PS.7*, PS.9*, PS.10* Science: 6.1, BIO.1, CH.1, ES.1, LS.1, PS.1  English: 6.1, 6.3, 6.4, 6.5, 6.6, 6.7, 6.9, 7.1, 7.3, 7.4, 7.5, 7.6, 7.7, 7.9, 8.1, 8.3, 8.4, 8.5, 8.6, 8.7, 8.9, 9.1, 9.5, 9.6, 9.8, 10.1, 10.5, 10.6, 10.8, 11.1, 11.5, 11.6, 11.8, 12.1, 12.5, 12.6, 12.8 History and Social Science: CE.1, CE.4, CE.11, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WG.4, WHI.1, WHII.1 Mathematics: 6.1, 6.2, 6.3, 6.4, 6.5, 6.6, 6.10, 6.11, 7.2, 7.3, 7.8, 7.12, 7.13, 8.2, 8.4, 8.8, 8.9, 8.10, 8.11, A.8, A.9, G.1, G.13, G.14, AFDA.3, AFDA.5, AFDA.8,		

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	AII.9, AII.10, AII.11, COM.1, COM.3, COM.4, COM.5, COM.8, DM.4, DM.7, DM.1*, DM.2*, DM.3*, DM.9*, PS.9*, PS.10* Science: 6.1, BIO.1, CH.1, ES.1, LS.1, PS.1		
Demonstrate initiative and self-direction.	English: 6.1, 6.4, 6.6, 6.7, 6.9, 7.1, 7.4, 7.6, 7.7, 7.9, 8.1, 8.4, 8.6, 8.7, 8.9, 9.1, 9.5, 9.6, 9.8, 10.1, 10.5, 10.6, 10.8, 11.1, 11.5, 11.6, 11.8, 12.1, 12.5, 12.6, 12.8 History and Social Science: CE.1, CE.4, CE.11, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1		
Demonstrate integrity.	English: 6.1, 7.1, 8.1, 9.1, 9.5, 10.1, 10.5, 11.1, 11.5, 12.1, 12.5 History and Social Science: CE.1, CE.3, CE.4, GOVT.1, GOVT.16, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1		

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Demonstrate work ethic.	English: 6.1, 7.1, 8.1, 9.1, 10.1, 11.1, 12.1 History and Social Science: CE.1, CE.4, CE.14, GOVT.1, GOVT.16, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Science: CH.1		
<b>Demonstrating Interpersonal Skills</b>			
Demonstrate conflict-resolution skills.	English: 6.1, 6.2, 6.4, 6.6, 6.7, 6.9, 7.1, 7.2, 7.4, 7.6, 7.7, 7.9, 8.1, 8.2, 8.4, 8.6, 8.7, 8.9, 9.1, 10.1, 11.1, 12.1 History and Social Science: CE.1, CE.4, GOVT.1, USI.1, VUS.1		
Demonstrate listening and speaking skills.	English: 6.1, 6.2, 6.4, 6.6, 7.1, 7.2, 7.4, 7.6, 8.1, 8.2, 8.4, 8.6, 9.1, 10.1, 11.1, 12.1 History and Social Science: CE.1, CE.4, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1		

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Demonstrate respect for diversity.	English: 6.1, 7.1, 8.1, 9.1, 10.1, 11.1, 12.1 History and Social Science: CE.1, CE.3, CE.4, GOVT.1, GOVT.16, USI.1, USII.1, USII.9, VUS.1, VUS.13, WG.1, WHI.1, WHII.1		
Demonstrate customer service skills.	English: 6.1, 6.4, 6.7, 7.1, 7.4, 7.7, 8.1, 8.4, 8.7, 9.1, 9.5, 9.6, 10.1, 10.5, 10.6, 11.1, 11.5, 11.6, 12.1, 12.5, 12.6 History and Social Science: CE.1, CE.4, GOVT.1, GOVT.16, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1		
Collaborate with team members	English: 6.1, 7.1, 8.1, 9.1, 10.1, 11.1, 12.1 History and Social Science: CE.1, CE.3, CE.4, GOVT.1, GOVT.16, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1		

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<b>Demonstrating Professional Competencies</b>			
Demonstrate big-picture thinking.	English: 6.1, 6.4, 7.1, 7.4, 8.1, 8.4, 9.1, 9.5, 10.1, 10.5, 11.1, 11.5, 12.1, 12.5 History and Social Science: CE.1, CE.4, CE.12, GOVT.1, GOVT.15, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1		
Demonstrate career- and life-management skills.	English: 6.1, 6.7, 7.1, 7.7, 8.1, 8.7, 9.1, 9.6, 10.1, 10.6, 11.1, 11.6, 12.1, 12.6 History and Social Science: CE.1, CE.4, CE.12, CE.14, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Mathematics: 8.4		
Demonstrate continuous learning and adaptability.	English: 6.1, 6.4, 6.7, 6.9, 7.1, 7.4, 7.7, 7.9, 8.1, 8.4, 8.7, 8.9, 9.1, 9.5, 9.6, 9.8, 10.1, 10.5, 10.6, 10.8, 11.1, 11.5, 11.6,		

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	FCCLA Correlations		
Manage time and resources.	11.8, 12.1, 12.5, 12.6, 12.8 History and Social Science: CE.1, CE.3, CE.4, CE.14, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Science: BIO.1, CH.1, LS.1, PH.1, PH.4, PS.1  English: 6.1, 6.2, 6.4, 6.7, 6.9, 7.1, 7.2, 7.4, 7.7, 7.9, 8.1, 8.2, 8.4, 8.7, 8.9, 9.1, 9.5, 9.6, 9.8, 10.1, 10.5, 10.6, 10.8, 11.2, 11.5, 11.6, 11.8, 12.2, 12.5, 12.6, 12.8 History and Social Science: CE.1, CE.4, CE.11, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Mathematics: 6.10, 6.11, 6.12, 7.2, 7.3, 7.8, 7.9, 7.10, 7.11, 7.12, 7.13, 8.4, 8.11, 8.12, 8.13, 8.14, 8.17, 8.18, A.4, A.5, A.8, A.9, AFDA.3, AFDA.4, AFDA.5, AFDA.6, AFDA.7,		

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	AFDA.8, COM.1, COM.3, COM.5, COM.8		
Demonstrate information-literacy skills.	English: 6.1, 6.2, 6.4, 6.6, 6.7, 6.9, 7.1, 7.2, 7.3, 7.4, 7.6, 7.7, 7.9, 8.1, 8.2, 8.3, 8.4, 8.6, 8.7, 8.9, 9.2, 9.5, 9.6, 9.8, 10.2, 10.5, 10.6, 10.8, 11.2, 11.5, 11.6, 11.8, 12.2, 12.5, 12.6, 12.8 History and Social Science: CE.1, CE.4, CE.14, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Mathematics: 6.10, 6.11, 7.8, 7.9, 8.11, 8.12, A.8, A.9, AFDA.3, AFDA.4, AFDA.6, AFDA.7, AFDA.8, DM.8, PS.1*, PS.2*, PS.3*, PS.4*, PS.7*, PS.8*, PS.9*, PS.10* Science: 6.1, BIO.1, CH.1, ES.1, LS.1, PH.1, PS.1		
Demonstrate an understanding of information security.	English: 6.1, 6.2, 6.3, 6.4, 6.6, 6.7, 6.8, 6.9, 7.1, 7.2, 7.3, 7.4, 7.6, 7.7, 7.8,		

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	7.9, 8.1, 8.2, 8.3, 8.4, 8.6, 8.7, 8.8, 8.9, 9.1, 9.2, 9.5, 9.6, 9.8, 10.1, 10.2, 10.5, 10.6, 10.8, 11.1, 11.2, 11.5, 11.6, 11.8, 12.1, 12.2, 12.5, 12.6, 12.8 History and Social Science: CE.1, CE.4, CE.14, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Mathematics: COM.10		
Maintain working knowledge of current information-technology (IT) systems.	English: 6.1, 6.3, 6.4, 6.6, 6.9, 7.1, 7.3, 7.4, 7.6, 7.9, 8.1, 8.3, 8.4, 8.6, 8.9 History and Social Science: CE.1, CE.4, CE.14, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Mathematics: 7.8, COM.1, COM.2, COM.7, COM.9, COM.10, COM.11, COM.16, COM.18, PS.17 Science: BIO.1, CH.1, ES.1, PH.1		

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	FCCLA Correlations		
Demonstrate proficiency with technologies, tools, and machines common to a specific occupation.	History and Social Science: CE.1, CE.4, CE.14, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Mathematics: 6.10, 6.11, 7.9, 8.4, A.7, A.8, A.9, AFDA.1, AFDA.3, AFDA.5, AII.4, AII.7, AII.9, COM.1, COM.7, COM.10, COM.11, COM.12, COM.16 Science: CH.1, ES.1, LS.1, PH.1, PS.1		
Apply mathematical skills to job-specific tasks.	English: 6.4, 6.6, 6.7, 7.4, 7.6, 7.7, 8.4, 8.6, 8.7, 9.5, 9.6, 10.5, 10.6, 11.5, 11.6, 12.5, 12.6 History and Social Science: CE.1, CE.4, CE.14, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Mathematics: 6.1, 6.2, 6.5, 6.6, 6.12, 6.13, 6.14, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.8, 7.9, 7.11, 7.12, 7.13, 8.4, 8.5, 8.6, 8.8, 8.9, 8.10, 8.11, 8.12, 8.13,		

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	8.14, 8.15, 8.16, 8.17, 8.18, A.1, A.3, A.4, A.5, A.7, A.8, A.9, AFDA.1, AFDA.3, AFDA.5, AFDA.8, AII.3, AII.7, AII.9, AII.10, COM.1, COM.7 Science: 6.1, BIO.1, CH.1, ES.1, LS.1, PH.1, PS.1		
Demonstrate professionalism.	English: 6.1, 7.1, 8.1, 9.1, 10.1, 11.1, 12.1 History and Social Science: CE.1, CE.4, CE.14, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1		
Demonstrate reading and writing skills.	English: 6.1, 6.6, 6.7, 7.1, 7.6, 7.7, 8.1, 8.6, 8.7, 9.1, 9.5, 9.6, 9.7, 10.1, 10.5, 10.6, 10.7, 11.1, 11.5, 11.6, 11.7, 12.1, 12.5, 12.6, 12.7 History and Social Science: CE.1, CE.4, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Science: 6.1, PH.1, PS.1		

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Demonstrate workplace safety.	English: 6.4, 7.4, 8.4, 9.5, 10.5, 11.5, 12.5 History and Social Science: CE.1, CE.4, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Science: CH.1		
<b>Examining All Aspects of an Industry</b>			
Examine aspects of planning within an industry/organization.	History and Social Science: GOVT.16		
Examine aspects of management within an industry/organization.			
Examine aspects of financial responsibility within an industry/organization.			
Examine technical and production skills required of workers within an industry/organization.			

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Examine principles of technology that underlie an industry/organization.			
Examine labor issues related to an industry/organization.	History and Social Science: GOVT.16		
Examine community issues related to an industry/organization.	History and Social Science: GOVT.16		
Examine health, safety, and environmental issues related to an industry/organization.	History and Social Science: GOVT.16		
<b>Addressing Elements of Student Life</b>			
Identify the purposes and goals of the student organization.			
Explain the benefits and responsibilities of membership in the student organization as a student and in professional/civic			

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organizations as an adult.			
Demonstrate leadership skills through participation in student organization activities, such as meetings, programs, and projects.			
Identify Internet safety issues and procedures for complying with acceptable use standards.			
<b>Exploring Work-Based Learning</b>			
Identify the types of work-based learning (WBL) opportunities.			
Reflect on lessons learned during the WBL experience.			
Explore career opportunities related to the WBL experience.			

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Participate in a WBL experience, when appropriate.			
<b>Balancing Work and Family</b>			
Analyze the meaning of work and the meaning of family.	History and Social Science: GOVT.15	<b>6.1.1</b> Analyze family as the basic unit of society.	<b>FCCLA National Programs</b> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Families First: Balancing Family and Career</li> <li>• Families First: Families Today</li> <li>• Families First: Meet the Challenge</li> <li>• Families First: Parent Practice</li> <li>• Families First: You-Me-Us</li> <li>• Financial Fitness: Earning</li> <li>• Financial Fitness: Protecting</li> <li>• Financial Fitness: Saving</li> <li>• Financial Fitness: Spending</li> <li>• Power of One: A Better You</li> <li>• Power of One: Family Ties</li> <li>• Power of One: Working on Working</li> </ul> <b>FCCLA: STAR Events (2019)</b> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Job Interview</li> <li>• Professional Presentation</li> </ul>

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Compare how families affect work life and how work life affects families.	English: 11.5, 12.5	<b>1.1</b> Analyze strategies to manage multiple roles and responsibilities (individual, family, career, community, and global).	<b>FCCLA National Programs</b> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Families First: Balancing Family and Career</li> <li>• Families First: Families Today</li> <li>• Families First: Meet the Challenge</li> <li>• Families First: Parent Practice</li> <li>• Families First: You-Me-Us</li> <li>• Financial Fitness: Earning</li> <li>• Financial Fitness: Protecting</li> <li>• Financial Fitness: Saving</li> <li>• Financial Fitness: Spending</li> <li>• Power of One: A Better You</li> <li>• Power of One: Family Ties</li> <li>• Power of One: Working on Working</li> </ul> <b>FCCLA: STAR Events (2019)</b> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Interpersonal Communications</li> <li>• Job Interview</li> <li>• Professional Presentation</li> </ul>
Identify management strategies for		<b>1.1</b> Analyze strategies to manage multiple roles	<b>FCCLA National Programs</b> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> </ul>

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balancing work and family roles.		and responsibilities (individual, family, career, community, and global).	<ul style="list-style-type: none"> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Families First: Balancing Family and Career</li> <li>• Families First: Families Today</li> <li>• Families First: Meet the Challenge</li> <li>• Families First: Parent Practice</li> <li>• Families First: You-Me-Us</li> <li>• Financial Fitness: Earning</li> <li>• Financial Fitness: Protecting</li> <li>• Financial Fitness: Saving</li> <li>• Financial Fitness: Spending</li> <li>• Power of One: Family Ties</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Professional Presentation</li> </ul>
<b>Demonstrating Health, Safety, and Environmental Awareness</b>			
Demonstrate sanitation methods in all areas of the hospitality industry.		<b>10.2</b> Demonstrate procedures applied to safety, security, and environmental issues.	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul>

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			<p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
<p>Implement a plan of action to address health and emergency hazards.</p>	<p>English: 11.1, 12.1</p> <p>History and Social Science: VUS.14, WG.17, WHII.14</p> <p>Science: CH.1</p>	<p><b>10.2.2</b> Demonstrate procedures for assuring guest or customer safety.</p> <p><b>10.2.3</b> Evaluate evacuation plans and emergency procedures.</p>	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
<p>Predict health, safety, and sanitation trends in government</p>	<p>English: 11.5, 11.8, 12.5, 12.8</p>	<p><b>10.2</b> Demonstrate procedures applied to safety,</p>	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> </ul>

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regulations in the hospitality industry.	History and Social Science: VUS.13	security, and environmental issues.	<ul style="list-style-type: none"> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Demonstrate the responsibilities of personnel during an emergency situation.		<p><b>10.2.2</b> Demonstrate procedures for assuring guest or customer safety.</p> <p><b>10.2.3</b> Evaluate evacuation plans and emergency procedures.</p>	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
Research hospitality industry conservation practices.	<p>English: 11.8, 12.8</p> <p>History and Social Science: VUS.14, WG.16, WG.17, WHII.14</p>	<p><b>10.2.4</b></p> <p>Demonstrate management and conservation of resources for energy efficiency and protection of the environment.</p>	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> <li>• Sustainability Challenge</li> </ul>
Complete incident reports.		<p><b>10.2</b></p> <p>Demonstrate procedures applied to safety, security, and environmental issues.</p>	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> </ul>

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
			<ul style="list-style-type: none"> <li>• Interpersonal Communications</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
<b>Fulfilling the Responsibilities of the Rooms Division and Lodging Facilities Operations</b>			
Implement the organizational structure of a hotel and the roles of each division.		<b>10.4</b> Demonstrate practices and skills involved in lodging occupations.	<b>FCCLA National Programs</b> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <b>FCCLA: STAR Events (2019)</b> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• Job Interview</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Implement the duties of front-office personnel.		<b>10.4.1</b> Demonstrate front desk, office, and customer service skills.	<b>FCCLA National Programs</b> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> </ul>

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
			<ul style="list-style-type: none"> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• Job Interview</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Outline fees, policies, amenities, and rates.	English: 11.6, 12.6	<b>10.4</b> Demonstrate practices and skills involved in lodging occupations.	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
Accommodate guests with special needs.		<p><b>10.3.5</b> Demonstrate effective cultural awareness and customer relations to meet the hospitality, tourism, and recreation needs of special populations.</p>	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Detail the duties of uniformed services.	English: 11.6, 12.6	<p><b>10.1.1</b> Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.</p>	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> </ul>

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
			<ul style="list-style-type: none"> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• Job Interview</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Check in a guest, using front-office technology and communication systems.		<p><b>10.4.1</b> Demonstrate front desk, office, and customer service skills.</p>	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• Job Interview</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Demonstrate communication etiquette.		<p><b>10.3</b> Apply concepts of quality service to ensure customer satisfaction.</p>	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> </ul>

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
			<ul style="list-style-type: none"> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Identify the duties of housekeeping personnel.	English: 11.5, 12.5	<b>10.4.6</b> Apply facility management, maintenance, and service skills to hospitality and lodging operations.	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• Job Interview</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
Clean guest rooms, public areas, employee areas, and offices, according to SOPs.		<p><b>10.4</b> Demonstrate practices and skills involved in lodging occupations.</p> <p><b>10.4.6</b> Apply facility management, maintenance, and service skills to hospitality and lodging operations.</p>	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Event Management</li> <li>• Food Innovations</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• Job Interview</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Describe the procedures for laundering linens, according to SOP, if not outsourced.	English: 11.5, 12.5	<p><b>10.4.6</b> Apply facility management, maintenance, and service skills to hospitality and lodging operations.</p>	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p>

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
			<ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• Job Interview</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Inventory linens and supplies.	English: 11.6, 12.6	<b>10.4.6</b> Apply facility management, maintenance, and service skills to hospitality and lodging operations.	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
<b>Reviewing Marketing and Sales</b>			
Demonstrate a marketing promotion, using various media.		<b>10.6.5</b>	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> </ul>

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
		<p>Demonstrate skills related to promoting and publicizing events.</p>	<ul style="list-style-type: none"> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Take the Lead</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• Job Interview</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
<p>Evaluate a variety of sales promotions or offers.</p>	<p>English: 11.5, 12.5</p>	<p><b>10.6.2</b> Design themes, timelines, budgets, agendas, and itineraries for specific programs and events.</p> <p><b>10.6.3</b> Organize resources and information about locations, facilities, suppliers, and vendors for specific services.</p>	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• FACTS: People</li> <li>• FACTS: Roads</li> <li>• FACTS: Vehicles</li> <li>• Power of One: A Better You</li> <li>• Power of One: Take the Lead</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p>

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
			<ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Perform a cost-benefit analysis of advertising through various channels of mass media.	English: 11.3, 11.5, 12.3, 12.5	<b>10.6.2</b> Design themes, timelines, budgets, agendas, and itineraries for specific programs and events.	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Financial Fitness: Earning</li> <li>• Financial Fitness: Protecting</li> <li>• Financial Fitness: Saving</li> <li>• Financial Fitness: Spending</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Analyze the value of potential market	English: 11.3, 11.5, 12.3, 12.5	<b>10.4.8</b>	<b>FCCLA National Programs</b>

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
segments in a specific industry.		Analyze sales and marketing functions in hospitality and lodging operations.	<ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Financial Fitness: Earning</li> <li>• Financial Fitness: Protecting</li> <li>• Financial Fitness: Saving</li> <li>• Financial Fitness: Spending</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
<b>Exploring Responsibilities of the Back of the House in the Food and Beverage Industry</b>			
Identify the duties of back-of-the-house personnel.	English: 11.5, 12.5	<b>10.1.1</b> Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul>

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
			<b>FCCLA: STAR Events (2019)</b> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• Job Interview</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Operate commercial kitchen equipment and hand tools.		<b>10.4.5</b> Manage use, care, storage, maintenance, and safe operations of equipment, tools, and supplies.	<b>FCCLA National Programs</b> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <b>FCCLA: STAR Events (2019)</b> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Job Interview</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Demonstrate basic food preparation	English: 11.5, 12.5	<b>10.4.4</b>	<b>FCCLA National Programs</b> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> </ul>

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
methods and techniques.		Apply basic food preparation and service skills in catering operations.	<ul style="list-style-type: none"> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Job Interview</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Demonstrate food presentation techniques.		<b>10.4.4</b> Apply basic food preparation and service skills in catering operations.	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Job Interview</li> </ul>

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
			<ul style="list-style-type: none"> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Observe the receiving and storage process.	English: 11.5, 12.5	<b>10.4.5</b> Manage use, care, storage, maintenance, and safe operations of equipment, tools, and supplies.	<b>FCCLA National Programs</b> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <b>FCCLA: STAR Events (2019)</b> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Job Interview</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
<b>Implementing Responsibilities of the Front of the House in the Food and Beverage Industry</b>			
Examine the duties of front-of-the-house personnel.	English: 11.3, 11.5, 12.3, 12.5		<b>FCCLA National Programs</b> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul>

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
			<p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• Job Interview</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Demonstrate foods and beverage service.			<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• Job Interview</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>

**Implementing the Responsibilities of the Travel and Tourism Industry**

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
Compare foods, beverages, and cultural etiquette of travel destinations.	English: 11.5, 12.5	<b>10.5.3</b> Apply knowledge of food, beverage, and etiquette of various regions and countries to decisions about hospitality, lodging, tourism, and recreation.	<b>FCCLA National Programs</b> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <b>FCCLA: STAR Events (2019)</b> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Event Management</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• Job Interview</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Prepare a travel packet for a specific destination.	English: 11.5, 11.6, 12.5, 12.6	<b>10.5.5</b> Create travel documents and itineraries, utilizing current technology.	<b>FCCLA National Programs</b> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Financial Fitness: Earning</li> <li>• Financial Fitness: Protecting</li> <li>• Financial Fitness: Saving</li> <li>• Financial Fitness: Spending</li> <li>• Power of One: A Better You</li> </ul>

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
			<ul style="list-style-type: none"> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Event Management</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Job Interview</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Compare modes of transportation available for a variety of destinations.	English: 11.5, 12.5 History and Social Science: VUS.14, WG.17, WHII.14	<p><b>10.5.5</b> Create travel documents and itineraries, utilizing current technology.</p> <p><b>10.5.6</b> Analyze travel arrangements, using computerized systems.</p>	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Financial Fitness: Earning</li> <li>• Financial Fitness: Protecting</li> <li>• Financial Fitness: Saving</li> <li>• Financial Fitness: Spending</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Event Management</li> </ul>

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			<ul style="list-style-type: none"> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• Job Interview</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
<b>Examining Legal and Ethical Considerations in the Hospitality Industry</b>			
Describe the laws related to the hospitality industry.	English: 11.5, 12.5	<p><b>10.1.6</b> Analyze the role of professional organizations in the hospitality, tourism, and recreation professions.</p> <p><b>10.2</b> Demonstrate procedures applied to safety, security, and environmental issues.</p> <p><b>10.5.4</b> Research regulations and cultural expectations to determine information needed for diverse clientele for domestic and international travel.</p>	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• Job Interview</li> <li>• Leadership</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>

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Explore the potential legal outcome for a case study.	English: 11.5, 12.5	<p><b>10.1.6</b> Analyze the role of professional organizations in the hospitality, tourism, and recreation professions.</p>	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Financial Fitness: Earning</li> <li>• Financial Fitness: Protecting</li> <li>• Financial Fitness: Saving</li> <li>• Financial Fitness: Spending</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> <li>• Public Policy Advocate</li> </ul>
Describe methods for protecting guest information.	English: 11.5, 12.5	<p><b>10.4.1</b> Demonstrate front desk, office, and customer service skills.</p>	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> </ul>

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			<ul style="list-style-type: none"> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
<b>Demonstrating Techniques for Guest and Customer Service</b>			
<p>Demonstrate customer relations by providing information and directions, handling inquiries, and solving problems or complaints.</p>	<p>English: 11.5, 11.6, 12.5, 12.6</p>	<p><b>10.3</b> Apply concepts of quality service to ensure customer satisfaction.</p>	<p><b>FCCLA National Programs</b></p> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <p><b>FCCLA: STAR Events (2019)</b></p> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• National Programs in Action</li> </ul>

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
Describe how customer service affects customer choice.	English: 11.5, 12.5	<b>10.3</b> Apply concepts of quality service to ensure customer satisfaction.	<ul style="list-style-type: none"> <li>• Professional Presentation</li> </ul> <b>FCCLA National Programs</b> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <b>FCCLA: STAR Events (2019)</b> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• Job Interview</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Evaluate customer service satisfaction.	English: 11.5, 11.6, 11.8, 12.5, 12.6, 12.8	<b>10.3.3</b> Apply a system to evaluate and resolve employee, employer, guest, or customer complaints.	<b>FCCLA National Programs</b> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <b>FCCLA: STAR Events (2019)</b> <ul style="list-style-type: none"> <li>• Career Investigation</li> </ul>

Task	SOL Correlations	National Standards for Family and Consumer Sciences Education	FCCLA Correlations
			<ul style="list-style-type: none"> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>
Strategize resolutions for customer-service complaints.	English: 11.5, 12.5	<b>10.3</b> Apply concepts of quality service to ensure customer satisfaction.	<b>FCCLA National Programs</b> <ul style="list-style-type: none"> <li>• Career Connection: My Career</li> <li>• Career Connection: My Life</li> <li>• Career Connection: My Path</li> <li>• Career Connection: My Skills</li> <li>• Power of One: A Better You</li> <li>• Power of One: Working on Working</li> </ul> <b>FCCLA: STAR Events (2019)</b> <ul style="list-style-type: none"> <li>• Career Investigation</li> <li>• Check the national <a href="#">FCCLA portal</a>.</li> <li>• Entrepreneurship</li> <li>• Hospitality, Tourism, and Recreation</li> <li>• Interpersonal Communications</li> <li>• National Programs in Action</li> <li>• Professional Presentation</li> </ul>