Arkansas CTE

Lodging Management I: Grades 10, 11, 12

Adopted 2006

Organization & Structure

1.1 Define terminology

1. Prepare a list of terms with definitions 1.1.1

1.2 Define and identify types of lodging properties

1. Discuss aspects of each type of lodging property 1.2.1

1.3 Identify the differences in levels of guest service provided by each class of lodging property

1. List amenities offered by each property 1.3.1

1.4 Explain lodging property ownership and affiliation

1. List types of ownership 1.4.1

1.5 Identify the differences in levels of service provided by each class of lodging property

1. Examine different levels of service 1.5.1

1.6 Create an organization chart for a lodging property

1. Create a chart that lists hotel divisions and departments 1.6.1

1.7 Classify functional areas of a lodging property by review or support centers

1. Diagram the functional areas of a lodging property by revenue or support centers 1.7.1

1.8 Explain the functions of each division and department at a lodging property

1. Identify functions of each department 1.8.1

Guest Services

2.1 Define terminology

1. Prepare a list of terms with definitions 2.1.1

2.2 Identify the elements of guest service categories

1. Contrast types of guest services 2.2.1

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2.3 Distinguish between marketing tangible products and intangible products to guest

1. Identify tangible and intangible guest products 2.3.1

2.4 Describe the concerns of maintaining quality control in relation to guest services

1. Explain the involvement of customers in service 2.4.1
2. Set guest services standards for a lodging property 2.4.2

2.5 Distinguish between controlling inventory and controlling guest demand

1. Discuss real inventory and guest demand 2.5.1

2.6 Analyze time distribution channels in service

1. Explain the concept of on time and when they want it 2.6.1

2.7 Explain the role of strategic planning in guest service

1. Demonstrate the need for long term planning 2.7.1

2.8 Create a flow chart showing the steps needed in a strategic plan for guest services

1. Perform a SWOT analysis 2.8.1

2.9 Describe safe methods for lifting moving, and carrying items

1. Demonstrate guidelines 2.9.1

Lodging Safety

3.1 Define terminology

1. Prepare a list of terms with definitions 3.1.1

3.2 Discuss job safety

1. Discuss appropriate procedures to maintain a safe workplace 3.2.1

3.3 List safety equipment used in handling chemicals

1. Discuss how to purchase, store, and wear protective gear 3.3.1

3.4 List the five steps needed to comply with the HazComm standard

1. Access OSHA 3.4.1

3.5 Describe the role of the front office in security

1. Explain key control measures in protecting a guest 3.5.1
2. Describe how to protect hotel funds 3.5.2
3. Summarize control access to safe deposit box and limited liability 3.5.3

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3.6 Identify suspicious activities

1. Discuss suspicious activities 3.6.1

3.7 Identify emergency responses

1. Describe procedures for handling fires and power outages 3.7.1
2. Identify how to handle elevator malfunctions, weather emergencies, civil unrest, employee or guest death 3.7.2

Communicating with Guests

4.1 Define terminology

1. Prepare a list of terms with definitions 4.1.1

4.2 Outline the stages in the guest cycle

1. Complete the events that occur during the guest's preapproval, arrival, occupancy and departure stages 4.2.1

4.3 Discuss the importance of protecting a guest's right to privacy

1. Discuss guest legal rights 4.3.1

4.4 Discuss log books and tell about materials covered

1. Classify the importance of good communication skills in front office positions 4.4.1

4.5 Discuss an information directory

1. Explain items listed in an information directory 4.5.1

4.6 Discuss a split folio and master folio

1. Compare and contrast the split folio and master folio 4.6.1

4.7 List types of equipment and supplies loaned to guests and identify property policies for those items

1. Discuss policies governing lending equipment and supplies to guest 4.7.1

4.8 Demonstrate proper handling of guest mail and packages

1. Discuss procedures used in handling guest mail and packages 4.8.1

4.9 Identify special needs guests and explain roles and responsibilities of the staff

1. Explain special needs requested by guest 4.9.1
2. Identify departments responsible for addressing guest special needs 4.9.2

4.10 Categorize the types of guest complaints

1. Compare and contrast various types of guest complaints 4.10.1

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I Identify policies on handling guest complaints

1. List guidelines used in handling guest complaints 4.11.1

4.12 Discuss follow-up procedures for guest complaints

1. List procedures developed to follow-up guest complaints 4.12.1
2. Distinguish communication mode used to respond to guest complaints 4.12.2

4.13 Discuss the differences of direct dial calling, operated assisted calling and for premium price calling by the guest

1. Compare types of long distance calls available to guests 4.13.1

4.14 Outline the functions of the PBX system

1. Discuss use of the PBX system 4.14.1

4.15 Define a Call Accounting System (CAS)

1. Discuss benefits of CAS 4.15.1

4.16 List types of phones and discuss their usual locations

1. Create an outline to illustrate placement of phones 4.16.1

4.17 Discuss how hotels take and deliver faxes and messages to their guests

1. Demonstrate wake up calls, voice mail, and e-mail for hotel guests 4.17.1

4.18 Tell why hotels offer TDD technology to their guests

1. Examine requirements of Americans with Disabilities Act 4.18.1

Reservations & Registration

5.1 Define terminology

1. Prepare a list of terms with definitions 5.1.1

5.2 Discuss the various types of reservations

1. Classify the factors of a binding agreement between the lodging property and a potential guest 5.2.1

5.3 Describe a global distribution system

1. List the different types of global distribution systems 5.3.1

5.4 List the ways properties directly receive reservations

1. Discuss methods used to make direct reservations in the lodging industry 5.4.1

5.5 Describe how a reservation is made over the Internet

1. Explore Internet usage for making lodging reservations 5.5.1

5.6 Contrast affiliate and non-affiliate reservations office

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1. Analyze the differences between an affiliate and non-affiliate reservations 5.6.1

5.7 List the functions of a Central Reservation Office (CRO)

1. Discuss the goals of a CRO 5.7.1

5.8 Identify information needed for forecasting occupancy rates

1. Discuss the need for forecasting occupancy rates 5.8.1

5.9 Calculates percentages of no-shows, walk-in, overstays and understays

1. Perform calculations to obtain percentages of no-shows, walk-ins, overstays and understays 5.9.1

5.10 Describe the need for three-day and ten-day forecasts

1. Discuss information needed for forecasting length of stays 5.10.1

5.11 Identify the functions and purposes of pre-registration

1. Demonstrate the use of guest registration cards 5.11.1
2. Illustrate the flow of registration information throughout the lodging property 5.11.2

5.12 Tell when a room is available for sale and how to communicate room status reports

1. Discuss the elements of an occupancy report 5.12.1

5.13 List and interpret rate schedules and special room rates

1. Examine different rates and schedules assigned to rooms 5.13.1

5.14 Describe procedures used when turning guests away and referring guests to another hotel

1. Discuss the correct procedure used in referring guests to other lodging 5.14.1

5.15 Describe complete registration procedures

1. Show various forms of payment accepted 5.15.1
2. Demonstrate property policies on issuing room keys 5.15.2

5.16 Identify features of the guest accounting module of the computer system

1. Classify individual, master, non-guest, employee, central, semi-permanent, and permanent folios 5.16.1

Settlement & the Front Office Audit

6.1 Define terminology

1. Prepare a list of terms with definitions 6.1.1

6.2 Describe the check-out procedure

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1. Discuss a guest history file 6.2.1
2. Complete a list of departure procedures 6.2.2

6.3 Discuss procedures for settling accounts

1. Examine procedures for credit card settlements and direct billing 6.3.1

6.4 Describe check-out options

1. Relate why hotels charge late check-out fees 6.4.1
2. Relate how to use express check-out fees 6.4.2

6.5 List steps involved in internal control

1. Analyze factors involved in performing internal control 6.5.1

6.6 Describe procedures used in establishing cash banks

1. Examine procedure involved in establishing cash banks 6.6.1

6.7 Tell why hotels audit financial records

1. Explain the need for an audit of a hotel's financial records 6.7.1

6.8 Tabulate occupancy ratios

1. Perform steps used in tabulating occupancy ratios 6.8.1

6.9 Describe rooms division budget report

1. Discuss the need for devising a rooms division budget report 6.9.1

6.10 Identify the functions of the front office audit

1. List function used in a front office audit 6.10.1

6.11 Examine room status discrepancies

1. Explain the need for verification of room discrepancies 6.11.1

6.12 Identify no-show reservations

1. Explain methods used in identifying no-show reservations 6.12.1

6.13 Describe how to post room rates and taxes

1. Demonstrate how to prepare required reports 6.13.1
2. Relate how to prepare a cash deposit 6.13.2
3. Relate how to back up the system 6.13.3
4. Discuss the need to distribute reports 6.13.4

Housekeeping Management, Part 1

7.1 Define terminology

1. Prepare a list of terms with definitions 7.1.1

Identify typical cleaning responsibilities for the housekeeping department

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1. Discuss the importance of employees to practice cleanliness habits and be attentive to appearance in lodging facilities 7.2.1

7.3 Show the inventory list of work to be performed

1. Create inventory list 7.3.1

7.4 Describe a frequency schedule

1. Discuss the need for a frequency schedule 7.4.1

7.5 Describe the need to implement productivity standards

1. Discuss the main objective in implementing productivity standards 7.5.1

7.6 Describe the difference between fixed and variable staff positions

1. Complete staffing guide for room attendants 7.6.1
2. Complete staffing guide for other housekeeping positions 7.6.2
3. Complete staffing guide for other positions 7.6.3

7.7 Identify alternative scheduling techniques

1. Distinguish the differences between part-time and flexible hours 7.7.1

7.8 Describe how the carpet's face affects its durability

1. Discuss the need for the various carpet density 7.8.1

7.9 Identify the types of primary backing

1. Discuss the various types of carpet backing 7.9.1

7.10 Describe potential carpet problems and how they may be corrected

1. Examine cleaning remedies for carpets 7.10.1

7.11 Describe how routine inspections are part of a carpet and floor care program

1. Relate how preventative and routine maintenance prolong the life of carpets 7.11.1

7.12 Identify proper vacuuming

1. Discuss when to use dry cleaning powder 7.12.1
2. Discuss when to use dry foam cleaning 7.12.2

7.13 Describe use of rotary shampoo equipment

1. Discuss the cleaning procedure followed when cleaning carpet 7.13.1

7.14 Describe water extraction techniques

1. Discuss the need for water extraction techniques when cleaning carpets 7.14.1

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Housekeeping Management, Part 2

8.1 Define terminology

1. Prepare a list of terms with definitions 8.1.1

8.2 Identify the difference between recycled and non-recycled inventory

1. Differentiate between recycled and non-recycled inventory 8.2.1

8.3 Show how inventory is calculated

1. Calculate an inventory record 8.3.1

8.4 Describe inventory levels for cleaning supplies

1. Explain the need for varying levels of cleaning supplies 8.4.1

8.5 Identify types of linens

1. Apply establishing par levels for linens 8.5.1

8.6 Describe procedures for effective inventory control of linens

1. Complete a physical inventory of linens 8.6.1

8.7 Describe the purchasing responsibilities of the executive housekeeper

1. Design and explain the parts of a purchase order 8.7.1

8.8 Identify factors to consider when determining size of annual linen purchases

1. Examine the quality of linens and their long-term costs 8.8.1

8.9 Examine linen purchases as they are received

1. Discuss the need for perpetual inventories 8.9.1

8.10 Identify guestroom cleaning supplies

1. Illustrate the complete stocking of a cart 8.10.1

8.11 Show a room status report

1. Complete a room assignment sheet 8.11.1

8.12 Identify cleaning procedures

1. Demonstrate cleaning tasks 8.12.1

8.13 Describe why guestrooms are inspected

1. Illustrate a room inspection report 8.13.1

8.14 Describe the characteristics of various fabrics used in the lodging industry

1. Classify fabrics into various categories 8.14.1

5 Describe the flow of the laundry cycle

1. Illustrate the flow of laundry through On-Premises Laundry (OPL) 8.15.1

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8.16 Identify the importance of water as a chemical

1. Examine types of detergents and bleaches and their composition 8.16.1

8.17 Describe the washing machines used by hotels

1. Discuss the capabilities needed in the washers used at hotels 8.17.1

8.18 Identify types of drying machines used in hotels

1. Research OSHA regulations on the Internet 8.18.1

8.19 Describe how steam cabinets and tunnels work

1. List pros and cons of steam cabinets 8.19.1

8.20 Define functions of flatworks, irons, and pressing machines

1. Discuss efficient use of flatworks, irons, and pressing machines 8.20.1

8.21 Describe how rolling and holding equipment is used for handling linen

1. Explain guidelines of equipment usage 8.21.1

Careers in Lodging Management

9.1 Define terminology

1. Prepare a list of terms with definitions 9.1.1

9.2 List skill and managerial level positions in the lodging industry on charts

1. Discuss educational requirements for various skills and managerial level positions in the lodging industry 9.2.1

9.3 List the career opportunities available for the lodging and food service industry

1. Research the Internet to locate examples of career opportunities in the lodging and food service industry 9.3.1

9.4 List career opportunities available with clubs, airlines, cruise lines and travel agencies

1. Discuss availability of jobs with clubs, airlines, cruise lines and travel agencies 9.4.1

9.5 Identify a career ladder for the lodging industry

1. Complete an application and a letter of application 9.5.1
2. Complete a resume 9.5.2
3. Complete a mock interview 9.5.3
4. Compile a career portfolio 9.5.4