Florida CTE

Technology for Hospitality and Tourism (2026)

Identify functions of computer reservation systems utilized in the hospitality & tourism industry. The student will be able to: 14.0

1. **Identify major travel computerized reservation systems.** 14.01
2. **Demonstrate an awareness of emerging technologies and how they relate to the hospitality and tourism industry (online booking engines, VRBO, etc.).** 14.02
3. **Identify ethical issues resulting from technological advances (e.g., computer snooping, hacking, cybersecurity, and room-block piracy) and how they relate to the hospitality and tourism industry.** 14.03
4. **Identify and perform routine tasks of computer reservations agents (e.g., creating Passenger Name Records [PNRs], retrieving/maintaining/modifying PNRs, airspace, quoting airfares, pricing itineraries, rental cars, hotel accommodations).** 14.04
5. **Use technological tools to create aesthetic itineraries (e.g., brochures, promotional material, etc.).** 14.05
6. **Identify and demonstrate personal responsibility, ethics, and integrity when citing sources of required travel documents.** 14.06
7. **Describe components of each of the different industry areas within the hospitality & tourism industry: ground transportation, cruise, shared economy, emerging fields, air, lodging, food & beverage, retail and corporate travel, leisure and recreation, conventions, special events, sports venues.** 14.07
8. **Identify the tasks performed by computer reservations agents.** 14.08
9. **Explain the ticketing process.** 14.09

Assess the impact of technology and automation on the travel reservation industry. The student will be able to: 15.0

1. **Research current trends in the use of technological devices in the hospitality & tourism industry.** 15.01
2. **Analyze major uses and effects of the technological devices related to the hospitality & tourism industry.** 15.02
3. **Contrast the value-added services offered by a travel consultant vs. online/cloud ervices.** 15.03

Skip to main content

Investigate current technology security methods in the hospitality & tourism industry. The student will be able to: 16.0	1 **Identify technology resources to deal with security issues (cameras, fingerprinting, facial recognition, etc.)** 16.01
	2 **Define the role of artificial intelligence in the hospitality & tourism industry.** 16.02
	3 **Identify technological solutions to minimize security issues in the hospitality & tourism industry (i.e., cyber security, hacking, room access, etc.).** 16.03
	4 **Identify security procedures that protect consumers (room security, seat selection, table reservations, etc.).** 16.04
Operate computer systems and the internet. The student will be able to: 17.0	1 **Use information technology tools specific to hospitality service careers to access, manage, and create information (indeed, Monster, etc.).** 17.01
	2 **Understand the role of the "cloud" as it relates to the hospitality & tourism industry.** 17.02
	3 **Describe types of technology used to manage hospitality service operations.** 17.03
	4 **Explain how availability, room status, and other standard operating guidelines are used to manage inventory.** 17.04
	5 **Explain how methods of payment are established with arriving guests to clarify payment procedures.** 17.05
	6 **Explain how personal information management systems are used to manage guest data.** 17.06
	7 **Utilize Internet/"cloud" fundamentals (i.e., email, portals/search engines, etc.).** 17.07
	8 **Identify and describe the function of office technology equipment (i.e., scan, fax, etc.).** 17.08
	9 **Utilize software to generate promotional materials (i.e., webpage, infographics, etc.) for the Hospitality & Tourism industry.** 17.09
	10 **Compare the uses of various customer relationship management tools used to communicate quickly.** 17.10
	11 **Utilize technology as a research tool to answer client questions.** 17.11
	12 **Analyze the evolution of technology in the hospitality & tourism industry (i.e., liquor portion control system, hospitality information systems, food and beverage information systems, club management software).** 17.12
	13 **Use personal technological devices appropriately (e.g., cell phones, mobile devices, and computers).** 17.13

Skip to main content

	14 Demonstrate telephone etiquette for placing, answering, placing on hold, transferring telephone calls, and recording and relaying accurate messages. 17.14
	15 Utilize common office production software to create presentations (such as spreadsheets, databases, presentations, and word-processing). 17.15
	16 Identify viable, credible, and applicable Internet sources that offer solutions to specific business questions. 17.16
	17 Describe cloud-based data storage, the threats, and how to protect data. 17.17
	18 Identify laws pertaining to data collection, email marketing, and personal information usage. 17.18
Apply employability skills necessary for success in the hospitality & tourism industry. The student will be able to: 18.0	1 Use technology to investigate key career skills necessary to be successful in the hospitality & tourism industry (e.g., geography, sales, customer service, telephone, computer, foreign language, and math, written and oral communication). 18.01
	2 Research currently available job opportunities and/or post-secondary programs. 18.02
	3 Understand required elements of and create/update a resume and cover letter. 18.03
	4 Evaluate and update career portfolio. 18.04
	5 Assess skills needed for a successful interview. 18.05
	6 Participate in community leadership and teamwork opportunities to enhance professional skills. 18.06
	7 Demonstrate a proactive understanding of self-responsibility and self-management. 18.07
	8 Identify and demonstrate appropriate attire for interviews and the workplace. 18.08
	9 Understand the importance of personal hygiene. 18.09
	10 Identify and demonstrate positive work behaviors and personal qualities for employability. 18.10
	11 Identify the rules of written and electronic communication (i.e., positive first impressions, recording accurate messages, etc.). 18.11
Ex fol	Skip to main content **emonstrate and utilize proper techniques for transporting, cooking, and holding ood (proper ways to cool/ reheat food; holding temperatures).** 19.01

guidelines for food service. The student will be able to: 19.0	**2** Demonstrate and utilize proper cleaning, sanitizing, and disinfecting techniques (cleaning vs. sanitizing; storing cleaning supplies; proper procedures for cleaning equipment). 19.02
	3 Describe symptoms of food-borne illness and its prevention. 19.03
	4 Describe cross-contamination and incorporate strategies to prevent this from occurring. 19.04
	5 Demonstrate and utilize proper pest control procedures. 19.05
	6 Demonstrate the knowledge necessary to obtain certification for a food handler or food safety protection manager. 19.06
	7 Demonstrate proper knowledge and technique to sanitarily set and clear a table in a dining room. 19.07
Apply safety and sanitation procedures in the handling, processing, and storing of food products. The student will be able to: 20.0	**1** Explain techniques and procedures for the safe handling of food products. 20.01
	2 Evaluate food product handling procedures. 20.02
	3 Demonstrate approved food product handling techniques. 20.03
	4 Describe the importance of performing quality-assurance tests on food products. 20.04
	5 Perform quality-assurance tests on food products. 20.05
	6 Describe the effects food-borne pathogens have on food products and humans. 20.06
	7 Explain the importance of microbiological tests in food product preparation, listing common spoilage and pathogenic microorganisms. 20.07
	8 Conduct and interpret microbiological tests for food-borne pathogens and implement corrective procedures. 20.08
	9 Explain the importance of record keeping in a food products and processing system. 20.09
	10 Discuss documentation procedures in a food product and processing system. 20.10
	11 Demonstrate proper record keeping in a food products and processing system. 20.11
Demonstrate worker saf foo processing equipment	**1** Explain safety standards that must be observed in facility design and equipment use. 21.01

Skip to main content

and facilities. The student will be able to: 21.0	2 Outline guidelines for personnel safety in the food products and processing industry. 21.02
	3 Evaluate a facility to determine the implementation of safety procedures. 21.03
	4 Explain how food and beverage operations address guest requests (i.e., healthier food options, sustainable foods, and food allergy issues). 21.04
Summarize the procedures for food service operations. The student will be able to: 22.0	1 Facilitate proper use of current general inspection guidelines. 22.01
	2 Explain general storage guidelines. 22.02
	3 Compare storage guidelines for specific types of food. 22.03
	4 Explain proper procedures for cooking food. (See current Food Code for temperature information). 22.04
	5 Recommend proper cooling and reheating procedures for various food items. (See current Food Code for temperatures). 22.05
	6 Explain procedures for holding food for service. 22.06
	7 Demonstrate proper techniques in serving food. 22.07
	8 Develop a plan for off-site service handling of food. 22.08
Explain the daily sanitation operations of a food service facility. The student will be able to: 23.0	1 Develop a cleaning program that includes proper procedures for cleaning, sanitizing, dishwashing, and facility. 23.01
	2 Explain the importance of (IPM) Integrated Pest Management programs. 23.02