Maryland CTE Programs of Study

Hotel and Resort Management I (2025)

GENERAL REQUIREMENTS. This course is recommended for students in Grades 9-12. 1

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INTRODUCTION 2

A Career and Technical Education (CTE) instruction provides content aligned with challenging academic standards and relevant technical knowledge and skills for students to further their education and succeed in current or emerging professions. 2.A

B The Hospitality, Events, & Tourism Career Cluster is dedicated careers that support, operate, and manage businesses and services related to temporary lodging, including hotels, motels, resorts, short-term rentals, and bed-and-breakfast establishments, focusing on providing guests with a comfortable and safe stay. Through advanced technology, hotel and resort management leverages sophisticated property management systems, online booking platforms, mobile-friendly services, and personalized guest experiences. 2.B

C The Hotel and Resort Management Program of Study provides students with a comprehensive exploration of careers in the hospitality and tourism industry, focusing on accommodations, customer service, and food and beverage operations. This pathway equips students with the knowledge and skills necessary to manage and operate hotels, resorts, and other lodging establishments, emphasizing professionalism, operational excellence, and guest satisfaction. 2.C

D Hotel and Resort Management I introduces core concepts of the hospitality industry and aligns to the American Hotel and Lodging Educational Institute (AHLEI) Hotel and Tourism Management Program (HTMP) Level 1 course. Students learn foundational guest-service behaviors, the guest cycle and front-office basics, and entry-level food & beverage sanitation practices that support safe, high-quality operations. Learners use instructor-guided simulations of a property management system (PMS), practice service-recovery communication, and apply academic/digital-literacy skills to hotel tasks. 2.D

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Students will participate in at least two Career-Connected Education and Work-Based Learning experiences in this course, which might include informational

interviews or job shadowing relevant to the program of study. 2.E

F **Students are encouraged to participate in extended learning experiences through aligned Career and Technical Student Organizations (CTSOs). CTSOs are a cocurricular requirement in the Carl D. Perkins Act, and alignment to CTSO activities is an expectation for CTE programs in the state of Maryland.** 2.F

KNOWLEDGE AND SKILLS 3

A **The student demonstrates the necessary skills for career development, maintenance of employability, and successful completion of course outcomes. The student is expected to:** 3.A

1. Identify and demonstrate positive work behaviors that enhance employability and job advancement, such as regular attendance, promptness, proper attire, maintenance of a clean and safe work environment, and pride in work. 3.A.1
2. Demonstrate positive personal qualities such as flexibility, open-mindedness, initiative, active listening, and a willingness to learn. 3.A.2
3. Employ effective reading, writing, and technical documentation skills. 3.A.3
4. Solve problems using critical thinking techniques and structured troubleshooting methodologies. 3.A.4
5. Demonstrate leadership skills and collaborate effectively as a team member. 3.A.5
6. Implement safety procedures, including proper use of software and following privacy guidelines. 3.A.6
7. Exhibit an understanding of legal and ethical responsibilities in the lodging and accommodations field, following copyright laws and regulations. 3.A.7
8. Demonstrate time-management skills and the ability to prioritize tasks in a technical setting. 3.A.8

B **The student identifies various career pathways in the lodging and accommodations field. The student is expected to:** 3.B

1. Develop a career plan that includes the necessary education, certifications, job skills, and experience for specific roles in hotel and resort management. 3.B.1
2. Create a professional resume and portfolio that reflect skills, projects, certifications, and recommendations. 3.B.2
3. Demonstrate effective interview skills for roles in lodging and accommodations fields. 3.B.3

C **The student develops technology and digital literacy skills. The student is expected to:** 3.C

1. Enter, organize, and analyze operational data using spreadsheet software (e.g., Excel or Google Sheets) to support decision-making in hotel and resort management. 3.C.1
2. Use digital tools to create professional documents such as reports, schedules, and guest communication templates. 3.C.2

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3 Demonstrate responsible use of technology, including data privacy practices and safe online communication. 3.C.3

4 Navigate hospitality-related software systems, such as property management systems (PMS), online booking platforms, or point-of-sale systems. 3.C.4

5 Calculate occupancy, average daily rate (ADR), tax, discounts, gratuities, and basic conversions (U.S./metric). 3.C.5

6 Create simple operational documents (e.g., shift logs, amenity schedules, rooming lists) using productivity tools. 3.C.6

D The student integrates core academic skills into lodging and accommodations practices. The student is expected to: 3.D

1 Demonstrate the use of clear communication techniques, both written and verbal, that are consistent with industry standards. 3.D.1

2 Apply English concepts such as writing informative texts when documenting the design process and articulating goals. 3.D.2

3 Use mathematical concepts to calculate room rates, taxes, discounts, and tips and to convert units of measurement, including weight (US Customary System vs. Metric) and temperature (Fahrenheit vs. Celsius). 3.D.3

E The student demonstrates the necessary skills for entry-level roles in hotel and resort guest services. The student is expected to: 3.E

1 Understand and apply customer service principles to create positive guest interactions that align with the standards for the Certified Guest Service Professional (CGSP). 3.E.1

2 Demonstrate effective communication techniques, including clear verbal and nonverbal cues, appropriate greetings, and customer-focused dialogue. 3.E.2

3 Identify and practice the essential components of guest check-in and check-out processes, emphasizing accuracy, efficiency, and a welcoming demeanor, including variations in procedures during peak check-in times when managing long lines and frustrated guests. 3.E.3

4 Describe different types of accommodations and services offered by hotels, motels, resorts, and bed-and-breakfast establishments, with attention to the needs of various guest demographics, including ADA standards for guests with disabilities. 3.E.4

5 Demonstrate personal grooming and professional etiquette appropriate to the hospitality industry. 3.E.5

F The student develops foundational skills in food safety and sanitation to ensure compliance with industry standards. The student is expected to: 3.F

1 Identify key food safety practices and the importance of the ServSafe Food Handler certification in preventing foodborne illnesses. 3.F.1

Demonstrate proper handwashing techniques and the use of personal protective equipment in food handling. 3.F.2

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3 Describe procedures for safely storing, preparing, and serving food, including the correct temperatures for different food items. 3.F.3

4 Practice sanitation techniques in food and beverage areas to maintain a clean and safe environment for guests. 3.F.4

5 Recognize and respond to safety hazards in the kitchen and dining areas, implementing solutions to maintain guest and employee safety, and demonstrate knowledge of appropriate protocols for notifying the correct department (e.g., security, facilities, or management) when an issue arises on property. 3.F.5

G The student demonstrates foundational knowledge of hospitality and tourism consistent with the Hotel and Tourism Management Program Level 1. The student is expected to: 3.G

1 Describe major segments of the hospitality and tourism industry and typical organizational structures within lodging operations. 3.G.1

2 Identify roles and responsibilities across front office, housekeeping, engineering/maintenance, F&B, and sales/marketing. 3.G.2

3 Demonstrate professional appearance, etiquette, and workplace conduct aligned to brand standards. 3.G.3

4 Explain legal and ethical fundamentals related to guest privacy, safety, accessibility (e.g., ADA), and anti-discrimination. 3.G.4

5 Describe sustainability practices (energy, water, waste) and their impact on guest satisfaction and operations. 3.G.5

H The student applies guest service principles emphasized in HTMP Level 1. The student is expected to: 3.H

1 Use effective verbal/nonverbal communication, active listening, and service recovery techniques to resolve common guest issues. 3.H.1

2 Demonstrate cultural awareness and inclusive service behaviors for diverse guest populations. 3.H.2

3 Collect and summarize guest feedback (comment cards, online reviews) to propose basic service improvements. 3.H.3

4 Role-play service scenarios that reinforce empathy, discretion, and maintaining brand voice. 3.H.4

I The student applies front office fundamentals consistent with HTMP Level 1. The student is expected to: 3.I

1 Explain the guest cycle (pre-arrival, arrival, occupancy, departure) and related front office tasks. 3.I.1

2 Simulate reservations, check-in, room assignment, posting charges, night audit basics, and check-out workflows. 3.I.2

3 Navigate training modules or instructor-guided simulations of a Property Management System (PMS) to complete core transactions. 3.I.3

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4 Describe room status coordination and communication protocols with Housekeeping and Engineering. 3.I.4

J The student demonstrates food & beverage safety and service basics used in lodging operations. The student is expected to: 3.J

1 Apply essential food safety and sanitation practices consistent with ServSafe Food Handler concepts. 3.J.1

2 Demonstrate safe, efficient mise en place and service flow for non-alcoholic beverage and casual dining scenarios. 3.J.2

3 Follow SOPs for setup/breakdown, side work, and cleaning/sanitizing guest areas. 3.J.3

4 Identify procedures for allergens and special dietary needs. 3.J.4