Maryland CTE Programs of Study

Hotel and Resort Management III (2025)

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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 III is dedicated to completing and verifying at least 125 hours of HTMP-related work-based learning toward CHTMP (earned via HTS exam + 125 hours WBL). Students engage in supervised rotations (e.g., Front Office, Housekeeping, F&B, Events), apply SOPs and service-recovery strategies in live settings, and document progress through validated hour logs, supervisor evaluations, and a capstone portfolio. Emphasis is on professionalism, inclusive service, safety/compliance, and connecting workplace evidence to HTMP Level 1 & 2 competencies. 2.D

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tudents will participate in at least two Career-Connected Education and Work-ased 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 culinary 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 culinary arts. 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. 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

D The student integrates core academic skills into lodging and accommodations. 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 plans an HTMP-aligned work-based learning (WBL) experience that contributes to the 125-hour requirement toward CHTMP (HTS exam + 100 hours). The student is expected to: 3.E

1 Identify an appropriate placement (e.g., hotel, resort, conference center, school-based enterprise) aligned to HTMP competencies. 3.E.1

2 Develop a WBL training plan with measurable goals mapped to HTMP Level 1 & 2 outcomes. 3.E.2

3 Confirm employer supervision, schedule, and site safety/HR policies prior to start. 3.E.3

F The student performs industry tasks under supervision and demonstrates growth in HTMP competencies. The student is expected to: 3.F

1 Rotate through one or more departments (e.g., Front Office, Housekeeping, F&B, Events) to meet defined competencies. 3.F.1

2 Apply guest-service standards, SOPs, and service recovery in live settings. 3.F.2

3 Use operational systems appropriately (PMS/POS/maintenance request tools) according to site policy. 3.F.3

G The student documents and verifies hours and learning outcomes. The student is expected to: 3.G

1 Maintain accurate weekly hour logs and task summaries with supervisor sign-off. 3.G.1

2 Submit periodic reflections connecting workplace evidence to HTMP competencies. 3.G.2

3 Compile artifacts (evaluations, checklists, photos of anonymized work products, certificates) into a portfolio. 3.G.3

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H The student demonstrates professionalism, safety, and compliance on the job. The student is expected to: 3.H

1. Adhere to workplace policies (attendance, dress code, confidentiality, data privacy). 3.H.1
2. Follow food safety, cleaning/sanitizing, and hazard-reporting procedures. 3.H.2
3. Demonstrate inclusive behaviors with colleagues and guests and escalate issues appropriately. 3.H.3

I The student completes the WBL experience and submits a capstone portfolio for validation toward the 100-hour requirement. The student is expected to: 3.I

1. Present a capstone reflection analyzing contributions to guest satisfaction, quality, and basic revenue goals. 3.I.1
2. Obtain a final supervisor evaluation confirming performance and total verified hours. 3.I.2
3. Submit a complete verification packet (hour log, evaluations, artifacts) for program review. 3.I.3