

FH31 Hospitality and Tourism 1: Main Standards (2024)

Understand the structure of the hospitality and tourism industry. [FH31.1](#)

1.01 Understand the various hospitality and tourism industry sectors and segmentation of guests. [FH31.1.01](#)

1.02 Understand the components of the lodging industry. [FH31.1.02](#)

1.03 Understand the food and beverage industry. [FH31.1.03](#)

1.04 Understand the elements of travel and tourism. [FH31.1.04](#)

1.05 Understand the facets of attractions and event management. [FH31.1.05](#)

Understand safety and security challenges and safe food handling practices. [FH31.2](#)

2.01 Understand safety and security processes for employees and guests. [FH31.2.01](#)

2.02 Understand solutions for safety and security challenges. [FH31.2.02](#)

2.03 Recognize practices to promote safe food handling. [FH31.2.03](#)

Understand careers, CTSOs, employability, and technical skills in the Hospitality and Tourism Management industry. [FH31.3](#)

3.01 Understand career and CTSO opportunities in the Hospitality and Tourism Management pathway. [FH31.3.01](#)

3.02 Apply durable employability skills needed in the hospitality and tourism industry. [FH31.3.02](#)

3.03 Understand technical skills needed in the hospitality and tourism industry. [FH31.3.03](#)

Understand concepts of exceptional guest services. [FH31.4](#)

4.01 Understand how customer service impacts the guest experience. [FH31.4.01](#)

4.02 Understand the employee role and impact on reputation management. [FH31.4.02](#)

4.03 Understand the use of technology used in customer service. [FH31.4.03](#)

Understand trends in the hospitality and tourism industry and the economic,

5.01 Understand the economic impact of hospitality and tourism industry. [FH31.5.01](#)

**environmental, and
social impacts.** FH31.5

**5.02 Understand environmental impacts of the hospitality and tourism
industry.** FH31.5.02

5.03 Understand social impacts of the hospitality and tourism industry. FH31.5.03

5.04 Understand trends in the hospitality and tourism industry. FH31.5.04