North Carolina CTE

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 tou th	**5.01** Understand the economic impact of hospitality and tourism industry. FH31.5.01

Skip to main content

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