

Hospitality and Tourism Management 2 - FH32 (2026)

Understand hospitality skills needed for management careers in the hospitality and tourism industry. **FH32.1**

1.01 Understand career advancement in the hospitality and tourism industry. **FH32.1.01**

1.02 Understand traits and behaviors of effective managers as leaders. **FH32.1.02**

1.03 Understand the managerial duties and role in employment development. **FH32.1.03**

1.04 Understand entrepreneurship and its relationship to the industry. **FH32.1.04**

Understand the interdependence of the hospitality and tourism industry sectors in lodging and event management. **FH32.2**

2.01 Understand the role of lodging departments in property management. **FH32.2.01**

2.02 Apply processes for event management. **FH32.2.02**

2.03 Understand the interdependent organization of hospitality and tourism industry departments across sectors. **FH32.2.03**

Apply the roles of the marketing and sales departments in the hospitality and tourism industry. **FH32.3**

3.01 Apply marketing activities and plans in the hospitality and tourism industry. **FH32.3.01**

3.02 Apply skills to develop a comprehensive sales strategy and goal-setting framework for a sales department. **FH32.3.02**

Understand financial management in the hospitality and tourism industry. **FH32.4**

4.01 Understand financial departments within hospitality businesses and key performance indicators across sectors **FH32.4.01**

4.02 Understand revenue management and forecasting strategies utilized within the hospitality industry. **FH32.4.02**

4.03 Understand financial controls to maintain cost efficiency for food and beverage operations. **FH32.4.03**

4.04 Understand financial processes and documentation. **FH32.4.04**

Understand ethical and legal practices for guest services and employee

5.01 Apply ethical practices for improved guest service in the hospitality and tourism industry. **FH32.5.01**

**relations in the
hospitality and tourism
industry.** FH32.5

5.02 Understand laws governing guest rights, property responsibilities and
employment regulations. FH32.5.02