Texas CTE

Hospitality and Tourism (2010): Grade 10

Adopted 2010

Principles of Hospitality and Tourism

(1) The student applies academic skills for the hospitality and tourism industry. The student is expected to:

- (A) write effectively using standard English and correct grammar;
- (B) comprehend a variety of texts;
- (C) create and proofread appropriate professional documents;
- (D) calculate correctly using numerical concepts such as percentages and reasonable estimations; and
- (E) infer how scientific principles are used in the hospitality and tourism industry.

(2) The student uses verbal and nonverbal communication to provide a positive experience for guests and employees. The student is expected to:

- (A) develop and analyze formal and informal presentations; and
- (B) practice customer service skills.

(3) The student demonstrates an understanding that personal success depends on personal effort. The student is expected to:

- (A) demonstrate a proactive understanding of self-responsibility and self-management;
- (B) explain the characteristics of personal values and principles;
- (C) display positive attitudes and good work habits; and
- (D) develop strategies for achieving accuracy and organizational skills.

(4) The student develops principles in time management, decision making, and prioritizing. The student is expected to:

- (A) apply effective practices for managing time and energy;
- (B) analyze the importance of balancing a career, family, and leisure activities;
- (C) analyze the various steps in the decision-making process; and
- (D) work independently.

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The student researches, analyzes, and explores lifestyle and career goals. The student is expected to:

(A) prioritize career goals and ways to achieve those goals in the hospitality and tourism industry;

(B) compare and contrast education or training needed for careers in the hospitality and tourism industry;

(C) examine related community service opportunities; and

(D) create a career portfolio.

(6) The student uses technology to gather information. The student is expected to:

(A) demonstrate and operate computer applications to perform workplace tasks;

(B) examine types of computerized systems used to manage operations and guest services in the hospitality and tourism industry; and

(C) evaluate information sources for the hospitality and tourism industry.

(7) The student demonstrates leadership, citizenship, and teamwork skills required for success. The student is expected to:

(A) develop team-building skills;

(B) develop decision-making and problem-solving skills;

(C) conduct and participate in meetings to accomplish tasks;

(D) determine leadership and teamwork qualities in creating a pleasant working atmosphere; and

(E) participate in community service activities.

(8) The student explains how employees, guests, and property are protected to minimize losses or liabilities in the hospitality and tourism industry. The student is expected to:

(A) determine job safety and security;

(B) implement the basics of sanitation;

(C) understand and demonstrate procedures for cleaning, sanitizing, and storing equipment and tools; and

(D) determine how environmental issues such as recycling and saving energy affect the hospitality and tourism industry.

(9) The student explores and explains the roles within each department of the hospitality and tourism industry. The student is expected to:

(A) examine the duties and responsibilities required within operational departments; and

(B) research the job qualifications for various positions to facilitate selection of career choices.

(10) The student demonstrates research skills applicable to the hospitality and tourism industry. The student is expected to:

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(A) develop technical vocabulary to enhance customer service;

(B) use travel information to design a customized product for travelers;

(C) examine elements of a dining experience expected to satisfy guests at varied facilities such as a boardwalk vendor, cruise ship, chain restaurant, and five-star dining facility; and

(D) identify local and regional tourism issues.

(11) The student understands the importance of customer service. The student is expected to:

(A) determine ways to provide quality customer service;

(B) analyze how guests are affected by employee attitude, appearance, and actions;

(C) plan a cost effective trip or itinerary to meet customer needs; and

(D) examine different types of food service.

Hotel Management

(1) The student gains academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within the hotel industry. The student is expected to:

(A) organize oral and written information;

(B) compose a variety of written documents such as agendas, thank you letters, presentations, and advertisements;

(C) calculate correctly using numerical concepts such as percentage and reasonable estimation in practical situations; and

(D) infer how scientific principles are used in the hotel industry.

(2) The student uses verbal and nonverbal communication skills to create, express, and interpret information for providing a positive experience for guests and employees. The student is expected to:

(A) develop, deliver, and critique presentations;

(B) analyze various marketing strategies for a hotel or an available service;

(C) demonstrate proper techniques for using telecommunications equipment;

(D) interpret verbal and nonverbal cues to enhance communication with individuals such as coworkers, customers, and clients;

(E) locate written information used to communicate with individuals such as coworkers and customers;

(F) apply active listening skills to obtain and clarify information; and

(G) follow directions and procedures independently.

(3) The student solves problems using critical thinking, innovation, and creativity independently and in teams. The student is expected to:

(A) generate creative ideas to solve problems by brainstorming possible solutions;

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(B) employ critical-thinking and interpersonal skills to resolve conflicts with individuals such as coworkers, employers, customers, and clients; and

(C) use principles of budgeting and forecasting to maximize profit and growth.

(4) The student demonstrates an understanding that personal success depends on personal effort. The student is expected to:

(A) demonstrate a proactive understanding of self-responsibility and self-management;

(B) identify and demonstrate positive work behaviors and personal qualities for employability; and

(C) analyze the effects of health and wellness on employee performance.

(5) The student develops principles in time management, decision making, effective communication, and prioritizing. The student is expected to:

(A) apply effective practices for managing time and energy;

(B) implement stress-management techniques;

(C) analyze various steps in the decision-making process; and

(D) analyze the importance of balancing a career, family, and leisure activities.

(6) The student understands the importance of employability skills. The student is expected to:

(A) identify the required training or education requirements that lead to an appropriate industry certification;

(B) comprehend and model skills related to seeking employment;

(C) update a personal career portfolio;

(D) demonstrate proper interview techniques in applying for employment;

(E) complete required employment forms such as I-9, work visa, W-4, and licensures to meet employment requirements;

(F) research the local and regional labor workforce market to determine opportunities for advancement;

(G) investigate professional organizations and development training opportunities to keep current on relevant trends and information within the industry; and

(H) explore entrepreneurship opportunities.

(7) The student understands roles within teams, work units, departments, organizations, and the larger environment of the hotel industry. The student is expected to:

(A) distinguish among the duties and responsibilities within each department;

(B) implement quality-control standards and practices;

(C) compare and contrast full service hotels and limited service properties; and

(D) compare and contrast chain and franchise hotels, including revenue and support centers.

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(8) The student uses information technology tools specific to hotel management to access, manage, integrate, and create information. The student is expected to:

(A) use information technology tools to manage and perform work responsibilities;

(B) use technology tools to perform workplace tasks;

(C) prepare complex multimedia publications;

(D) demonstrate knowledge and use of point-of-sale systems; and

(E) evaluate Internet resources for industry information.

(9) The student uses leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives. The student is expected to:

(A) apply team-building skills;

(B) apply decision-making and problem-solving skills;

(C) apply leadership and teamwork qualities in creating a pleasant working atmosphere; and

(D) participate in community leadership and teamwork opportunities to enhance professional skills.

(10) The student understands the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. The student is expected to:

(A) assess workplace conditions with regard to safety and health;

(B) apply safety and sanitation standards common to the workplace;

(C) analyze potential effects caused by common chemical and hazardous materials;

(D) demonstrate first aid and cardiopulmonary resuscitation skills;

(E) research sources of food-borne illness and determine ways to prevent them; and

(F) comprehend and model professional attire and personal hygiene.

(11) The student knows and understands the importance of professional ethics and legal responsibilities within the hotel industry. The student is expected to:

(A) demonstrate professional ethical standards; and

(B) interpret and explain written organizational policies and procedures to help employees perform their jobs.

(12) The student understands the knowledge and skills required for careers in the hotel management industry. The student is expected to:

(A) develop job-specific technical vocabulary;

(B) explain procedures to meet guest needs, including guest registration, rate assignment, room assignment, and determination of payment methods;

(C) determine the functions of meeting and event planning;

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(D) evaluate current and emerging technologies to improve guest services; and

(E) understand the importance of check-out procedures to ensure guest satisfaction and verify settlement of account.

Restaurant Management

(1) The student gains academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within the restaurant industry. The student is expected to:

(A) organize oral and written information;

(B) compose a variety of written documents such as agendas, menus, presentations, and advertisements;

(C) calculate correctly using numerical concepts such as percentages and estimations in practical situations;

(D) infer how scientific principles are used in the restaurant industry; and

(E) use mathematics and science knowledge and skills to produce quality food products.

(2) The student uses verbal and nonverbal communication skills to create, express, and interpret information for providing a positive experience for guests and employees. The student is expected to:

(A) develop, deliver, and critique presentations;

(B) analyze various marketing strategies for a restaurant or food venue;

(C) demonstrate proper techniques for answering restaurant phones;

(D) interpret verbal and nonverbal cues to enhance communication with coworkers, employers, customers, and clients; and

(E) apply active listening skills to obtain and clarify information.

(3) The student solves problems using critical thinking, innovation, and creativity independently and in teams. The student is expected to:

(A) generate creative ideas to solve problems by brainstorming possible solutions;

(B) employ critical-thinking and interpersonal skills to resolve conflicts with individuals such as coworkers, customers, clients, and employers; and

(C) use principles of budgeting and forecasting to maximize profit and growth.

(4) The student uses information technology tools specific to restaurant management to access, manage, integrate, and create information. The student is expected to:

(A) use information technology tools to manage and perform work responsibilities;

(B) use technology applications to perform workplace tasks;

(C) prepare complex multimedia publications;

(D) demonstrate knowledge and use of point-of-sale systems; and

(E) evaluate Internet resources for information.

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(5) The student understands roles within teams, work units, departments, organizations, and the larger environment of the restaurant industry. The student is expected to:

(A) explain the different types and functions of departments;

(B) investigate quality-control standards and practices;

(C) differentiate between various styles of restaurant services such as table, buffet, and fast food;

(D) illustrate various place settings using proper placement of dining utensils; and

(E) demonstrate the proper service techniques in food service operations.

(6) The student understands the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. The student is expected to:

(A) assess workplace conditions with regard to safety and health;

(B) analyze potential effects caused by common chemicals and hazardous materials;

(C) demonstrate first aid and cardiopulmonary resuscitation skills;

(D) apply safety and sanitation standards common to the workplace;

(E) research sources of food-borne illness and determine ways to prevent them; and

(F) determine professional attire and personal hygiene for restaurant employees.

(7) The student uses leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives. The student is expected to:

(A) apply team-building skills;

(B) apply decision-making and problem-solving skills;

(C) determine leadership and teamwork qualities to aid in creating a pleasant working atmosphere; and

(D) participate in community leadership and teamwork opportunities to enhance professional skills.

(8) The student knows and understands the importance of professional ethics and legal responsibilities within the restaurant industry. The student is expected to:

(A) demonstrate ethical reasoning in a variety of workplace situations in order to make decisions;

(B) interpret and explain written organizational policies and procedures to help employees perform their jobs; and

(C) develop guidelines for professional conduct.

(9) The student demonstrates an understanding that personal success depends on personal effort. The student is expected to:

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(A) demonstrate a proactive understanding of self-responsibility and self-management;

(B) identify behaviors needed to be employable and maintain employment such as positive work ethics and positive personal qualities;

(C) analyze the effects of health and wellness on employee performance;

(D) implement stress-management techniques; and

(E) follow directions and procedures independently.

(10) The student develops principles in time management, decision making, effective communication, and prioritizing. The student is expected to:

(A) apply effective practices for managing time and energy;

(B) analyze various steps in the career decision-making process; and

(C) discuss the importance of balancing a career, family, and leisure activities.

(11) The student knows and understands the importance of employability skills. The student is expected to:

(A) demonstrate skills related to seeking employment in the restaurant industry;

(B) identify the required training and educational requirements that lead toward an appropriate industry certification;

(C) select educational and work history highlights to include in a career portfolio;

(D) update a personal career portfolio;

(E) complete required employment forms such as I-9, work visa, W-4, and licensures to meet employment requirements;

(F) research the local and regional labor workforce market to determine opportunities for advancement;

(G) investigate professional development training opportunities to keep current on relevant trends and information within the industry; and

(H) explore entrepreneurship opportunities.

(12) The student understands the use of technical knowledge and skills required to pursue careers in the restaurant industry, including knowledge of design, operation, and maintenance of technological systems. The student is expected to:

(A) define job-specific technical vocabulary;

(B) analyze customer comments to formulate improvements in services and products and training of staff;

(C) detail ways to achieve high rates of customer satisfaction;

(D) use different types of payment options to facilitate customer payments for services; and

(E) demonstrate technical skills used in producing quality food service.

Tra Skip to main content **The student gains academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within the travel and**
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tourism industry. The student is expected to:

(A) organize oral and written information;

(B) compose a variety of written documents such as itineraries, thank you letters, presentations, and advertisements;

(C) deliver different types of presentations such as informative, instructional, persuasive, and decision-making;

(D) calculate correctly using numerical concepts such as percentages and estimations in practical situations;

(E) investigate the elements of geography that affect travel and tourism customer service; and

(F) summarize how to use the state of the economy to plan products and service.

(2) The student uses oral and written communication skills in creating, expressing, and interpreting information and ideas, including technical terminology and information. The student is expected to:

(A) employ verbal skills when obtaining and conveying information;

(B) use verbal and nonverbal communication skills effectively with individuals such as customers, coworkers, and employers to foster positive relationships; and

(C) develop and deliver presentations using appropriate technology to engage and inform audiences.

(3) The student solves problems using critical-thinking skills independently and in teams. The student is expected to:

(A) generate creative ideas by brainstorming possible solutions;

(B) guide individuals through the process of making informed travel decisions;

(C) use principles of budgeting and forecasting to maximize profit and growth for travel and tourism establishments; and

(D) analyze customer comments to formulate improvements in services and products and training of staff.

(4) The student uses information technology tools specific to the travel and tourism industry to access, manage, integrate, and create information. The student is expected to:

(A) operate electronic mail applications to communicate within a workplace;

(B) distinguish among the different modes of travel such as airline, cruise line, and rail;

(C) differentiate among recreation, amusement, attraction, and resort venues;

(D) use technology applications to perform workplace tasks;

(E) understand the travel arrangements system used for booking reservations;

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(F) employ computer operations applications to manage work tasks; and

(G) create complex multimedia publications.

(5) The student understands roles within teams, work units, departments, organizations, inter-organization systems, and the larger environment of the travel and tourism industry. The student is expected to:

(A) explain the functions and interactions of departments within a travel and tourism business;

(B) explain the functions and interactions of various travel and tourism businesses;

(C) implement quality-control systems and practices;

(D) develop and manage plans to accomplish organizational goals; and

(E) formulate collaboration with other industries to provide an all-inclusive product for the customer.

(6) The student understands the importance of health, safety, and environmental systems in the travel and tourism industry and their importance to organizational performance and regulatory compliance. The student is expected to:

(A) identify hazards common to workplaces such as safety, health, and environmental hazards;

(B) use industry standards to implement safety precautions to maintain a safe worksite;

(C) demonstrate first aid and cardiopulmonary resuscitation;

(D) describe environmental procedures that ensure a facility is in compliance with health codes;

(E) describe how to respond to emergency situations;

(F) analyze potential effects caused by common chemicals and hazardous materials; and

(G) analyze security measures to protect the guests, customers, and staff and to limit liability.

(7) The student uses leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives. The student is expected to:

(A) apply team-building skills;

(B) apply decision-making and problem-solving skills;

(C) apply teamwork and leadership qualities in creating a pleasant work environment;

(D) determine the impact of cultural diversity on teamwork; and

(E) participate in community service opportunities to enhance professional skills.

(8) The student knows and understands the importance of professional ethics and legal responsibilities. The student is expected to:

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(A) apply ethical reasoning to a variety of workplace situations in order to make decisions;

(B) examine information on organizational policies in handbooks and manuals; and

(C) develop guidelines for professional conduct.

(9) The student knows and understands the importance of employability skills and is able to explore and effectively plan for managing travel and tourism careers. The student is expected to:

(A) identify behaviors necessary to be employable and maintain employment such as positive work ethics and positive personal qualities;

(B) identify the training and education requirements that lead toward an appropriate certification for employment;

(C) demonstrate skills related to seeking employment in the travel and tourism industry;

(D) demonstrate proper interview techniques;

(E) update a career portfolio;

(F) identify and exhibit traits for retaining employment;

(G) investigate professional development training opportunities to keep current within the industry;

(H) examine appropriate credentialing requirements to maintain compliance with industry requirements;

(I) interpret the effect of stress, fatigue, and anxiety on job performance;

(J) complete required employment forms such as I-9, work visa, W-4, and licensures to meet employment requirements;

(K) research the local and regional labor workforce market to determine opportunities for advancement; and

(L) explore entrepreneurship opportunities.

(10) The student develops principles in time management, decision making, effective communication, and prioritizing. The student is expected to:

(A) apply effective practices for managing time and energy;

(B) analyze various steps in the decision-making process; and

(C) discuss the importance of balancing a career, family, and leisure activities.

(11) The student uses technical knowledge and skills required to pursue careers in the travel and tourism industry. The student is expected to:

(A) develop job-specific technical vocabulary;

(B) use marketing techniques to sell products and services;

(C) evaluate current and emerging technologies to improve guest services;

(D) use different types of payment options;

(E) analyze customer service concepts;

(F) evaluate customer service scenarios;

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(G) describe how customer service affects a company's bottom line;

(H) develop an awareness of cultural diversity to enhance travel planning by exploring differences in social etiquette, dress, and behaviors of different countries;

(I) demonstrate an understanding of tourism sales and distribution systems; and

(J) demonstrate knowledge of destination and attraction planning and development, including the use of organizations such as convention and visitor's bureaus and state tourist boards.

Culinary Arts

(1) The student applies advanced reading, writing, mathematics, and science skills for the food service industry. The student is expected to:

(A) compose industry appropriate documents;

(B) comprehend a variety of texts such as operations and training manuals;

(C) calculate correctly using numerical concepts such as percentages and estimations in practical situations, including weight and measures;

(D) understand scientific principles used in culinary arts;

(E) read and comprehend standardized recipes;

(F) write and convert standardized recipes; and

(G) calculate and manage food costs.

(2) The student integrates listening, writing, and speaking skills using verbal and nonverbal communication to enhance operations, guest satisfaction, and professional development. The student is expected to:

(A) create formal or informal presentations;

(B) properly answer business phones;

(C) write instructions for a specific restaurant or culinary procedure or the use of a piece of equipment; and

(D) attend and participate in a staff meeting.

(3) The student demonstrates an understanding that personal success depends on personal effort. The student is expected to:

(A) demonstrate a proactive understanding of self-responsibility and self-management;

(B) explain the characteristics of personal values and principles;

(C) demonstrate positive attitudes and work habits;

(D) demonstrate exemplary appearance and personal hygiene; and

(E) evaluate the effects of exercise and nutritional dietary habits and emotional factors such as stress, fatigue, or anxiety on job performance.

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The student develops principles in time management, decision making, effective communication, and prioritizing. The student is expected to:

(A) apply effective practices for managing time and energy;

(B) analyze various steps in the decision-making process; and

(C) analyze the importance of balancing a career, family, and leisure activities.

(5) The student researches, analyzes, and explores lifestyle and career goals. The student examines jobs available in the food service industry and accesses career opportunities. The student is expected to:

(A) research the major job duties and qualifications for all staff and managerial positions to facilitate selection of career choices in culinary arts;

(B) update a personal career portfolio;

(C) demonstrate proper interview techniques;

(D) establish personal short-term and long-term goals; and

(E) examine food service related community service opportunities.

(6) The student understands the history of food service and the use of the professional kitchen. The student is expected to:

(A) research famous chefs from history and note their major accomplishments;

(B) identify global cultures and traditions related to food;

(C) summarize historical entrepreneurs who influenced food service in the United States;

(D) analyze how current trends in society affect the food service industry;

(E) use large and small equipment in a commercial kitchen;

(F) develop food production and presentation techniques;

(G) demonstrate moist and dry cookery methods;

(H) demonstrate the preparation skills of items commonly prepared in food service operations such as breakfast cookery, salads and dressings, soups and sandwiches, stocks and sauces, appetizers, seafood, poultry, meat, pastas and grains, and fruits and vegetables;

(I) demonstrate baking techniques such as yeast breads and rolls, quick breads, and desserts;

(J) demonstrate proper receiving and storage techniques;

(K) demonstrate proper cleaning of equipment and maintenance of the commercial kitchen; and

(L) demonstrate types of table setting, dining, and service skills.

(7) The student uses technology and computer applications to manage food service operations. The student is expected to:

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(A) use technology tools appropriate for the industry;

(B) operate technology applications to perform workplace tasks;

(C) explain the use of point-of-sale systems;

(D) demonstrate knowledge in computer programs used for food production; and

(E) evaluate information sources for culinary arts.

(8) The student demonstrates leadership, citizenship, and teamwork skills required for success. The student is expected to:

(A) apply team-building skills;

(B) apply decision-making and problem-solving skills;

(C) determine leadership and teamwork qualities in creating a pleasant working atmosphere; and

(D) participate in community leadership and teamwork opportunities to enhance professional skills.

(9) The student explains how employees, guests, and property are protected to minimize losses or liabilities. The student is expected to:

(A) determine basics of safety in culinary arts;

(B) assess workplace conditions and identify safety hazards;

(C) determine the basics of sanitation in a professional kitchen;

(D) assess food hazards and determine ways to prevent food hazards; and

(E) prepare for a state or national food sanitation certification or other appropriate certifications.

(10) The student recognizes and models work ethics and legal responsibilities. The student is expected to:

(A) understand and comply with laws and regulations specific to the food service industry; and

(B) demonstrate a positive work ethic.

(11) The student demonstrates the knowledge and skills required for careers in the restaurant, food, and beverage industry. The student is expected to:

(A) understand the basics of nutrition;

(B) analyze the concepts of customer service and determine the critical moments of good service;

(C) develop a marketing plan;

(D) identify purchasing specifications and write purchase orders;

(E) determine proper receiving, storage, and distribution techniques;

(F) analyze international cuisines;

(G) detail ways to achieve high rates of customer satisfaction; and

(H) analyze how guests are affected by employee attitude, appearance, and actions.