Texas CTE

Hospitality and Tourism (2010): Grade 9

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.

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(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.