

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.

- (5) 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.
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(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.
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(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.
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(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.
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(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.
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(10) The student demonstrates research skills applicable to the hospitality and tourism industry. The student is expected to:

- (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.