

Hospitality and Tourism

PowerStandards

The students will:

1. Define and identify the concept of hospitality and its impact globally.
2. Identify hospitality and tourism careers, career paths, and expectations.
3. Analyze guest needs and wants, and describe how the services needed to meet the needs/wants.
4. Define the skills needed in the hospitality and tourism, and explain the importance of workplace etiquette.
5. Identify classifications and ratings of hotels, as well as the various departments.
6. Identify the duties and responsibilities of the front office, night auditor, housekeeping department, and engineering department.
7. Identify the segments and departments in the food and beverage industry, and explain factors that lead to a satisfying customer experience.
8. List the modes of transportation used in the tourism industry, documents required, and explain how to make travel arrangements.
9. Identify and evaluate various factors that affect the travel and tourism industry.
10. Identify different types of attractions, and explain how they intersect with the travel and tourism industry.